

FCA

SCM – Vehicle Logistics - Damage Prevention & Quality

VEHICLE SHIPPING MANUAL

Last revised July, 2019 - Version 9

Updates to this manual will be based on bulletins and business/policy/network changes.

All previous bulletins are replaced by this document.

Printed copies of this manual are uncontrolled.

For the latest version of this manual please visit:

FCA Extranet: <https://gsp.extra.chrysler.com/qlty/vsm/index.html>

or

VIN Tracking <https://www.iclfca.com/webapp/home.xhtml>

Please note: bulletins sent out throughout the year will only be posted on VIN Tracking.

Asia Pacific
Europe, Middle East, Africa
Latin America
North America

July 2019

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It is vital that all providers read and understand the general sections contained in the manual as well as the specific sections pertaining to the specific type of service being performed.

All service providers are required to have a current color copy of this manual available in the main office and at any time demonstrate that employees possess vast knowledge on all general sections, in addition to the particular ones regarding the type of service provided to FCA.

All haul-away trucks must have a color copy of Section 10: Vehicle Loading Sheets.

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Note: For carriers and service providers conducting business within FCA network in Europe, Middle East, Africa (EMEA), refer to the following procedures for additional information:

71089-02 Rail transportation standard; 71089-03 Sea transportation standard; 71086 for Used Vehicle handling, Force Majeure, Battery replacement, Vehicles post “MAPO”.

Section 1 – General Rules

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1.1. Clothing and Behaviour of Personnel

- Providers are extensions of the FCA network and must appear professional when interacting with customers. Providers must wear clean working clothes at all times (no oil/grease stains).
- Anyone who enters the yard area where vehicles are stored (drivers, administrative personnel, external persons, etc.) must adhere to the following requirements, to prevent damage:
- Wear clothing without accessories such as buttons, rivets, zippers and buckles (both in metal and plastic), keys, sharp objects, bracelets, rings, exposed Velcro-type clothing closures.
 - Wear high visibility and non-metal zipper jackets.
 - Wear suitable protections for watches and belts with buckles.
 - Never wear waist-bags or document-bags in the belt.
- Independent of safety regulations applicable to the compound, the personnel working in the facility (except for administration personnel working in office) must always wear high visibility trousers and jacket, bright colored shirts or vests with reflective strips.
- Gloves are NOT to be worn while operating or handling all loading/unloading equipment.
- The usage of clean gloves is required in the Refueling Area. Dirty gloves must be disposed of immediately.
- No exposed metal is permissible and must be either covered or removed, this includes; jean rivets, watches, rings, loose hanging jewelry, zippers, belt buckles, buttons, cell phone holsters, etc.
- Clipboards must not have exposed metal edges. Any metal edge must be covered with duct/electrical tape.
- The compound manager must ensure a sufficient availability of high visibility and anti-scratch jackets, so that everybody entering the compound can be equipped with it (external companies, compound controllers, etc.). The compound managers must also ensure the effective use and enforce the use of this clothing.
- The compound managers are responsible and therefore penalized if unauthorized personnel is present with non-compliant clothing in any areas where vehicles are stored.

1.2. Vehicle Handling Rules

- a) Maximum speed allowed for handling vehicles is

[Europe, Middle East, Africa, Asia Pacific and Latin America)

30 kilometers per hour is the maximum speed.

[US, Canada and Mexico]

15 miles per hour or 25 km per hour is the maximum speed.

- b) It is strictly forbidden to:

- Smoke, eat, lean against, or lounge in the vehicle, or use of cell phones (including Bluetooth headsets), iPods, tablets or any electronics devices at all times.
- Speed, race the engine, or spin the tires.
- Let a vehicle idle excessively.
- Operate or transport four-wheel drive units in 4-LOW.
- Push the vehicles for manual starting.
- Use vehicles in storage for towing, shuttling persons and/or material transport.
- Have any passengers in a vehicle (except for training purposes).

- c) For fully discharged battery,

- Booster can be used for both handling vehicles with fully discharged battery from ship/train/haul-away truck and for special emergencies in yards. Report to Damage Prevention (North America)/ Vehicle Distribution Quality (Europe/Latin America) team immediately.
- If the booster allows setting 12-Volt or 24-Volt outlet voltage by selector switch, it is necessary to ensure that 12-Volt voltage is applied (to prevent any irreparable damage to electronic control units) and absolutely avoid polarity reverse when connecting booster and vehicle battery (to prevent any irreparable damage to the alternator).

[US, Canada]

- Once vehicle is removed from ship/train/haul-away truck, the compound management must then report vehicle to OBT. A dead battery due to electrical accessories left on is the responsibility of the vehicle handler.

- d) It is strictly prohibited for anyone to start a vehicle by jump starting, pushing, or pulling.

- e) Vehicle exhaust systems reach high temperatures, for this reason, they must not be in contact with potentially flammable materials, such as dry leaves, paper or fuel oils.

- f) Vehicle handlers must ensure all accessories are turned off when exiting the vehicle.

- g) Once the engine has been turned off, the keys must be removed and placed in:

[Europe, Middle East, Africa]

The ashtray, cup holder/center console or inside the driver's side pocket (with the metal sealed inside the handle).

[US, Canada and Mexico]

The cup holder (fold down cup holders can be left down for key storage) or center console if no cup holders are available (AIAG Standard).

[Asia Pacific and Latin America]

Keys can be taken out of the vehicles and secured in a locker designated by the responsible carrier/yard.

- h) Vehicle handlers must keep carpets, seats, dash and side panels free from grease, dirt, mud and other foreign matter.
- i) No device, stickers, labels or any marking shall be placed on windows, panels or any part of the vehicle body to identify any issue or status.
- j) At no time should a provider attempt to buff, touch up, or repair damage on a vehicle, unless:

[US, Canada, Mexico and Asia Pacific]

It is a Port of Exit/Entry and it is requested to do so by FCA.

- k) Furthermore, at no time shall tire pressure be increased or decreased for any reason while vehicle is within logistics flow.

[US, Canada, Mexico and Asia Pacific]

Only port processors are allowed to adjust tire pressure for in-transit vehicles.

- l) For all vehicle breakdown ("depannage") refer to "In-Transit Breakdown/Repair Procedure" (Section 1.3).
- m) For haul-away shipments, the facility manager is responsible for providing computer generated load sheets (vehicle shipment listing).
- n) At no time shall a vehicle be entered or exited through any means other than the driver's door.

[US, Canada and Mexico]

- o) It is imperative that the complete VIN on the vehicle shipping order (VSO), the VIN plate located on the left front instrument panel, the Monroney Label (US & Canada), and the Certification Label all match to prevent miss-shipping vehicles. The Certification Label can be found on the rear of the driver's door.

1.3. In-Transit Breakdown/Repair Procedure

[Europe, Middle East, Africa and Asia Pacific, Mexico and Latin America]

In case of:

- a) Battery discharged

The Provider Compound Manager is allowed to use a booster or a battery charger, ensuring that the nominal voltage applied is 12 Volt, to avoid irreparable damage to the electronic control unit, and that any polarity reversals is avoided.

- b) Failure to start the engine

Provider Compound Manager shall perform, in the same order here below, the following preliminary steps:

- Add 5 liters of proper fuel (gasoline or diesel fuel, as required).
 - Perform 3 new attempts to start the engine (maximum) with:
 - Gear lever in neutral and clutch pedal floored (manual transmission), or gear lever in PARK (automatic transmission).
 - Hand brake on.
- c) Other malfunctions, defects and mechanical anomalies, other than battery discharged (engine, gearbox, transmission and steering components, tires) that will not allow to move the vehicle, vehicles with broken glasses and/or not operating correctly and/or moving parts (hoods, doors, sunroof, soft tops, hard tops, tailgate) with closure/sealing anomalies, or abnormal noises while moving the vehicle.

Provider Compound Manager must keep in touch with the Technical Service Manager to obtain further instructions on how to proceed.

The authorized workshop shall refrain to perform any repair without authorization by Technical Service Manager.

If authorized, the repair process will be initiated by the Compound PROVIDER within 8 working hours from the approval received by Technical Service Manager.

[US, Canada]

- d) This policy covers FCA vehicles that experience in-transit damage, such as glass damage, tire damage, no start condition, missing keys or a dead battery. This also includes any damage requiring replacement or repainting.
- e) When a vehicle with damage is found, regardless of who it is found by, it must be reported to the facility operator. The damage will then be reported by the facility operator to OBT. To gain access to OBT, please see Section 9. When reporting the unit, a picture of the VIN plate must be included and a picture of the odometer if possible.
- f) The facility operator must then notify by traceable means the next provider in the supply chain of the vehicle status.
- g) The reporting of incidents identified above is ultimately the responsibility of the facility operator. If another service provider reports an incident they must also report it to the facility operator.
- h) An inspection must be transmitted into OBT to document the current condition of the vehicle. A supplemented inspection must be entered to verify repair completion.
- i) When reporting in-transit damage include the full 17-digit VIN, the location of the vehicle including the bay location, railcar, etc., and the exception type. Other relevant information may include the type of glass, tire type and size, etc.
- j) It is the responsibility of the facility operator, or if locally agreed, the provider in possession of the vehicle to enter the appropriate hold code in OBT. Please see Section 6 for a listing of FCA hold codes.
- k) Repair agent will repair the vehicle at the provider's location except when the FCA In-Transit group dispatches to an off-site for repair. In the case a vehicle is taken off-site the on-site provider must perform and submit a "97" (outbound yard) inspection type to document the condition of the vehicle prior to leaving the facility. Facility operator must also send a 3R "Outgate" message or other appropriate dispatch message to OBT.

- l) Upon completion of repairs the repair agent will notify the facility operator and receive a sign-off indicating the work has been completed.
- m) The facility operator is required to complete an inspection and submit a “96” (inbound yard) inspection type location code upon return to the facility or completion of on-site repairs. This is to document the condition of the vehicle once it is repaired in the yard or upon return to the facility. Facility operator must also send a 2V “In-gate” message or other appropriate facility “In-gate” message to OBT.
- n) The facility operator is then required to remove the hold code in OBT and enter the vehicle into shippable inventory. When a provider causes major damage to a vehicle on the way to a dealer, the vehicle should not be delivered to the dealer. Contact the OBT In-transit Repair Team immediately for disposition. (OBTSupport@fcagroup.com).

[US, Canada, Mexico and Asia Pacific]

- o) If the battery is dead due to vehicle shipping negligence, the provider is liable for the claim. **[+Latin America]**
- p) Reporting an incident does not determine liability for an issue. **[+Latin America]**
- q) It is strictly forbidden for any provider to repair or authorize repairs of any FCA vehicle. There are no exceptions to this policy. **[+Latin America]**
- r) Tire Specific Information
 - Providers will not attempt to repair or change flat tires. **[+Latin America]**
 - Under no circumstances should a vehicle be driven on a flat tire. **[+Latin America]**
 - If a vehicle is on a railcar or vessel waiting to be unloaded and has a flat tire, the unloading agent is to use an air compressor to fill it with air in order to unload it. If the tire is slashed or punctured so that it cannot be filled with air the facility operator is to use the facility’s universal spare tire and jack. This is the only instance when a provider is authorized to change a tire. Report the damage as an exception when the inspection is submitted into FCA.
 - Any vehicle that has been resting on its undercarriage must be reported before moving on to the final destination.
 - Tires are not a salvageable item and cannot be requested from dealers or repair agent due to liability laws and legal implications. The repair agent or dealer is to render the tires unusable by cutting the bead and removing the DOT coupon from the tire keeping it available for FCA audit for a period of one year.

[Latin America]

- If a vehicle is on a vessel waiting to be unloaded, or it is at a port, and has a flat tire, the unloading agent is to use an air compressor to fill it with air in order to unload it.
- If a vehicle is on a yard and the tire is flat, or vessel and the tire is slashed or punctured so that it cannot be filled with air, the facility operator is to use the facility’s universal spare tire and jack. Report the damage as an exception when the inspection is submitted into FCA.

- s) Glass Specific Information - A cover or plastic shield must be immediately applied to the broken window area and affixed by the provider to protect the interior. [+ Latin America] (In US and Canada using 3M No. 225 type tape -blue painters tape-).
- t) Key Specific Information: **[+Latin America]**
- Under no circumstances should a vehicle be moved by any means or should the provider attempt to deliver the vehicle to a final destination without keys.
 - At no time should a slim jim or any type of tool be used to access a locked vehicle.
 - Should a vehicle be found without keys after loading on board the vessel, provider should contact FCA Damage Prevention Specialist for instructions.
- u) Providers must not communicate hold or repair information to final destination facilities. **[+Latin America]**
- v) According to the Dealer Policy Manual, all dealers and repair facilities must retain salvageable material for 45 days from claim payment date. If the carrier has not picked up the material within the 45-day time limit, the dealer/repair center may scrap the items. Parts that are considered salvage parts are:
- | | |
|----------------------------------|----------------------------------|
| -Battery | -Bumper/fascia |
| -Carpet | -Fender |
| -Hood | -Door |
| -Seat cover | -Grille |
| -Radiator | -Tailgate /Lift gate or Deck lid |
| -Vinyl /Conv. Top | -Wheels |
| -Radio / Navigation & DVD System | -Outside mirrors |
- Vendors must request salvage parts in writing from the dealer by traceable means.

Section 2 - Vehicles Inspection Standard / Calibro

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2.1. Inspection guidelines

At every handover, one vehicle inspection must be conducted on each unit to detect damages. Findings should be reported using the appropriate methods indicated in this document in Section 3.

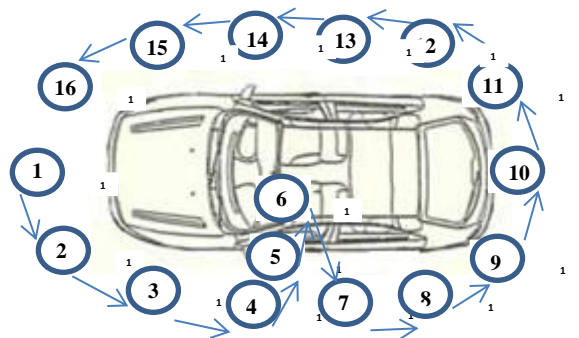
2.1.1 Three-point VIN Check prior to shipping (US, Canada and Mexico locations)

- a) The 3-point VIN Check process consists of checking the VSO, Cert Label, and Monroney label are present on each vehicle. The 3-point check is in place to prevent a Federal Mandated non-compliance to occur. The inspection must be performed by all parties involved to ensure the following:
 - I/ JB / JS / GE status vehicles are not shipped to the dealer.
 - VSO / Cert Label / Monroney must be present on the vehicles before shipment from the Origin location.
 - An exception: BUX vehicles do not require Monroneys.
- b) If the criteria mentioned above is not met please contact the following individuals, in the following order:
 1. Yard Manager
 2. Regional Manager
 3. FCA Representative
- c) In the event vehicles are shipped without performing the 3-point check inspection process and a violation or a noncompliance is filed against FCA, FCA will extend such claims, liabilities, losses, damages, penalties, fees or expenses to the responsible party.
- d) Miss-shipments:
 - Yard Managers are responsible to ensure vehicles are staged correctly.
 - Carriers (Haul-away, Drive-away, and Railroads) are responsible to double check the staged vehicles prior to shipping to ensure they are shipped to the correct facility.
 - Origin Ramps are responsible to ensure the KZ'd shippable vehicles are being loaded.
 - Destination Ramps / Carriers are responsible to ensure the KZ'd shippable vehicles are being delivered to the corresponding dealer.
- e) If the instructions above are not followed, FCA will exercise its right to charge the parties at fault for the cost to move the miss-shipped vehicles to the correct location.

2.1.2 Inspecting for damage

It is the service provider's responsibility to perform a thorough inspection of the vehicle regardless of environmental conditions. Following this procedure does not absolve the provider of liability.

- a) Inspection should be performed at:
 - The end of the ramp or staging area for vehicles on loading/unloading by truck.
 - Designated First Point of Rest or Last Point of Rest area respectively for vehicles just unloaded or ready to be loaded (by train or by vessel).
- b) From a standing position the inspection consists of a complete walk-around assessment of the exterior, visible areas of the vehicle's undercarriage, such as exhaust pipes, the underside of the fascia's, as well as tires and wheels.
- c) For an effective inspection of the underside of fascia's (front and rear), it is allowed to bend over and touch these areas.
- d) Inspection time is limited to 3 minutes for each vehicle when inspecting in-transit (does not pertain to final dealer delivery).
- e) US, Canadian and Mexican and Latin American Dealers have up to 15 minutes per vehicle or 60 minutes per load; after this time, US, Canadian and Mexico dealers may be charged for waiting time.



- f) The vehicle is divided in to two control areas for inspection that correspond to two visibility levels of a potential damage:
 1. Area A: upper part of the vehicle, from wheel housing area to the roof, inclusive of front and rear bumpers.
The damage found in area A must be visible from a single inspection point to be considered transportation damage (3 feet or 1 meter away from the vehicle).
 2. Area B: lower part of the vehicle, from wheel housing area to the main frame member, comprehensive of wheels. For pickup vehicles, the box is considered to be area B as well.
The damage found in area B must be visible from at least three inspection points at a 90° and 45° angle to be considered transportation (3 feet or 1 meter away from the vehicle).



- g) Inspections shall always be entirely impartial.
- h) Do not walk between vehicles if there is inadequate space to ensure that there is no contact with the adjacent vehicle(s).
- i) Do not use clipboards with metal clips and/or any sharp objects.
- j) Do not apply markings of any kind to the vehicle (i.e. grease pencil). Temporary stickers to outline damages for pictures are allowed but must be removed after the pictures are taken.
- k) Do not leave any inspection detail, notes, etc. in or on the vehicle prior to final delivery to dealers.
- l) At no time should inspections be shared or forwarded between service providers, unless for verification purposes.
- m) Inspectors are required to adhere to the general guidelines outlined in the Section 1.
- n) Ensure that the windows are closed to avoid soiling.
- o) It is absolutely forbidden to leave any goods and/or objects inside the vehicle.

2.2. Conducting inspection

Below is a detailed listing of all areas of the vehicle to inspect:

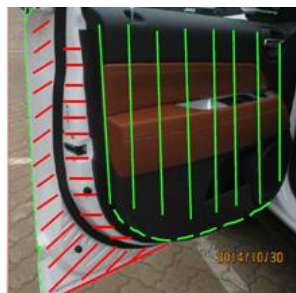
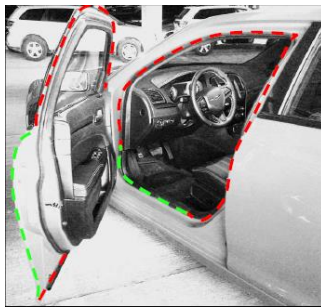
- a) FRONT OF VEHICLE
 - Inspect hood area, grille, header panel, headlamps, filler above bumper, turn signals, etc.
 - Inspect bumper, bumper guards/strips, lower filler panel and feel/inspect the bottom of splash panel/splitter;
 - Take a cursory view of entire front end, including the front windshield and roof.
- b) SIDE OF VEHICLE
 - From side of the front windshield, inspect the windshield and the hood.
 - Inspect the fender and view down the front fender, door and quarter panel for any dents.
 - Inspect tires and rims (eventual wear, abrasions and/or punctures): damages around the lug nuts and the immediate outer circle that expands to the edge of this area are not transportation damages (in red).



- Reaching the door areas, check the doors, panel edges, door glass and molding.
- From the quarter panel, view down on the side of the vehicle for any damages.

c) INTERIOR OF VEHICLE (after opening driver's door)

- Open the driver's door checking for damages such as chips, scratches, dings. Inspect the door edge and rocker panel. The areas in red are not transportation related.



Green -
Transportation
Responsible

Red -
Non-transportation
Responsible



Green - Transportation
Responsible

Red -
Non-transportation
Responsible

If damage is in
direction of getting into
the vehicle (TD) If in
direction of seat
installation (Non-TD)

- Check for soiling and any signs of vandalism or abuse on the door panel and in the driver's area. Any other conditions found in this area need to be addressed on a case by case basis to determine if it is transportation related.
- From the driver's area and without sitting (if no need to), take a cursory view of glove or console compartments (do not open), all trim panels, headliner, carpets and upholstery;
- Verify presence of all keys:

[Europe, Middle East, Africa and Latin America]

The master key should be in the ignition block, the secondary key placed in an envelope hanging from the rearview mirror or in the cup-holder/central console or linked to the master key. For ocean shipment, ensure master key has been removed from the ignition and placed in the side door pocket or glove's compartment.

[US, Canada, Mexico, Asia Pacific]

All keys must be connected and located in the cup holder (or center console if no cup holder is available). Some Fleet customer vehicles may have extra sets of keys located in the glove box (these are ok to stay in the glove box).

d) REAR OF VEHICLE

- Inspect the trunk lid/hatchback area, rear lamps, rear end panel, upper filler, rear glass window and roof.
- Inspect the bumper, bumper guards/strips, lower filler panel.
- Look at the back-end part of the exhaust pipe.
- Perform a cursory view of the entire rear end (include the roof and rear window).

e) DOORS/TRUNK INSPECTION

If “Do not open” labels are present on passenger doors and trunk, follow these instructions:

- Intact seal: leave the door/trunk closed, without breaking the seal.

[US, Canada and Mexico, Asia Pacific]

Do not open passenger doors even if seals are not present

[Europe, Middle East, Africa, and Latin America]

- Broken seal: inspect interior area of the vehicle to detect eventual transport damages or missing parts.
 - If passenger doors and trunk do not have “Do not open” labels, inspector should open the doors/trunk to control the areas behind to detect eventual transport damages or missing parts.



f) LOOSE ITEMS BAG

Report if bag is open/broken or missing, by using:

- [AIAG CODE]
 - Code 23 to identify the damage area and
 - 02/03 if the bag is open/broken.
 - 08 if the bag is missing.
- [FIAT CODE]
 - Code 98 to identify the damage area and

- R if the bag is open/broken.
- M if the bag is missing.

Only the Dealer or Vehicle Processing Centers (Port of Exit or Port of Entry in agreement with market requirements) is allowed to inspect the content of the bag against the order and claim any missing items.

g) TRANSIT FILM or FULL BODY COVER (if present) on body

- The protection should not be removed from the vehicle unless the parties suspect there is damage under the film/body cover.
- If transit film or body cover is cut or torn while in transit, it is the responsibility of each provider to note the area of the damage that corresponds with where the film is torn, using damage codes indicated in Section 5. In case the parties suspect damages under the film, they are authorized to remove the film in order to examine the body of the vehicle.
- Any light damages (severity 1 and 2) found under undisturbed protective film and not visible will not be considered as transportation damages.

h) SOILING

- In case extreme soiling/ice/snow prevents the parties from inspecting portions of the vehicle, areas unable to be inspected must be reported as any other damage using the proper Damage Type (stained or soiled). The parties must provide pictures to FCA's Claim Management group within 48 hours to certify the conditions of the vehicle.
- Transport damages (reasonably not detectable due to vehicle condition at delivery) found afterwards on those soiled areas will be charged to the party delivering the vehicle soiled or covered with ice/snow. Soiling does not apply to vehicles being delivered to final dealer/destination; dealer/final destination must wash and thoroughly inspect the vehicle.
- Dealer/final destination may STI vehicles due to heavy build-up of ice/snow.



2.3. Damages not attributable to transport (Schedule 1).

- a) Industrial fallout, acid or fluid dripping damage to vehicle exterior (unless clear evidence supports carrier responsibility).

- b) Wavy sheet metal or file, grinder or weld marks.
- c) Sheet metal protrusions, unless evidence supports carrier liability or abuse. Usually any outward dents smaller than 0.4 inches or 10 millimeters are not transportation related.
- d) Misalignment of panels, moldings, decals, weather stripping, emblems, etc., indicative of plant or installation problems.
- e) Sheet metal dents with no damage to paint restricted to
 - [Europe, Middle East, Africa, and Latin America]**
Severity 1 - less than 10 millimeters.
 - [US, Canada and Mexico, Asia Pacific]**
Severity 1 - less than 1 inch or less than 3 cm.



- f) Chips on panel edges
 - [Europe, Middle East, Africa, and Latin America]**
 - Of opening elements sealed with labels “Do not open” and of fixed element junctions.
 - [US, Canada and Mexico, Asia Pacific]**
 - Other than driver’s door rearward edge.
- g) Bent parts caused by misalignment.
- h) Paint or plastic damage caused by misalignment of panels or moldings.
- i) Peeling, runs, sags, blisters of foreign material in paint or chrome.
- j) Minor surfaces scratches or scuffs that do not catch the nail on painted parts that can be buffed out or polished out as part of “New Vehicle Prep” process. The guiding rule is that without contrast of color, meaning that base coat/primer or bare metal is not visible, the damage is not attributable to transportation.
- k) Scratches or scuffs on chrome, plastic, or glass parts do not catch the nail.
- l) Body damages found under protection film, unless there is damage on the film.
- m) Wheel damages around the lug nuts and the immediate outer circle that expands to the edge of this area, or tire installation damage.

- n) Stress cracks in glass originating from under molding without signs of impact.
- o) Missing moldings, nameplate emblems or decals when there is clear evidence of no installation (holes not drilled for installation, traces of adhesive).
- p) Missing contents of sealed plant Loose Items Bag.
- q) Incorrect parts or options – miss built vehicles.
- r) Damages noted at factory gate (End of the line) inspection.
- s) Plant-authorized known quality problems or repetitive damage.
- t) Vehicle interior damages other than driver area, as defined by the manufacturer, unless there is clear evidence of theft/vandalism or carrier negligence.
- u) Battery charge and test/replace as a result of failure not due to carrier negligence.

[US, Canada and Mexico]

- Conditions in items “q”, “r”, “s” and “t” noted by dealers to be assigned by (FCA) OEM’s Claims Center (Extract from AIAG Non-Transportation Damage Guidelines).

2.4. End of line Inspection / Audit Process

- a) The service provider responsible for the inspection at the End-of-the-line must follow the same inspection process described in section 2.2
- b) Vehicle is inspected prior to release from the manufacturing facility.
- c) Inspection provider sends inspection data on all exceptions to OBT.
- d) A vehicle is turned back to the plant if:
 - Keys or loose ship items are missing.
 - Damaged
 - VSO, Monroney (where applicable), VIN plate, and certification label do not match.
- e) Inspection provider is responsible for conducting audits to their process. A minimum of 150 vehicles must be audited per month and during a two-week period.
- f) Repetitive conditions must be documented with date of first event, VINs, pictures (Repetitive reports).
- g) Repetitive Reports are to be shared with Damage Prevention and Plant Quality Managers as issues arise to enable a two-way communication and a prompt resolution.

Section 3 - Exception Reporting

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3.1. General Inspection Reporting

- a) The condition of the vehicle must be reported into FCA’s Vehicle Inspection & Claims System-OBT using the five-digit damage coding system, or into FCA’s Claim Management System using the six digit coding system.

These codes can be found in Section 5. Code cards may be purchased from the AIAG website (<http://www.aiag.org>) under product code “M-22”. Pending AIAG publication to the 928 EDI standards, a sixth digit will be required identifying grid location for each panel. The grid layout can be found also in Section 5.

- b) The Non-Carrier Transportation Damage Liability Guideline (formerly Schedule 1) is to be used as a basis for identifying all factory related or non-transport damage and can be found in Section 2. The guideline can be found on the AIAG website (<http://www.aiag.org>) under product code “M-22”.
- c) One complete inspection must be completed and transmitted within one business day (Monday to Friday) of receipt, except for vehicles arriving to First Point of Rest where the inspection and transmittal of exceptions must be completed within 2 business days from the date on which vehicles are unloaded and released to the port.
- d) The actual inspection date sent to OBT must be the date the vehicle was inspected.
- e) All inspections (clean or damaged) must be transmitted into OBT by the receiving provider. A clean vehicle is defined as a unit that does not have any damages/exceptions noted during inspection.
- f) Any time hidden damage to a tie down slot is identified, all claim responsibility will be placed upon the previous haul-away provider. Liability will transfer from one provider to another at handover.
- g) When a vehicle is delivered to a compound/yard:
- Notification of all exceptions must be sent by the yard /receiver within one business day of delivery, by traceable means to the delivering party. Delivering provider must notify FCA of compound not complying with this notification procedure.
 - For severity 3 or greater damages, the vehicle must be held where the carrier parked the vehicle for deliverer verification for one business day from the time of notification and only moved into a designated sick bay area if it impedes normal traffic flow. When a vehicle in this condition is delivered by an ocean carrier to a port (Last Point of Rest), the vehicle must not be moved.

- After this period or if the delivering party does not verify the noted exception the vehicle can be shipped to the next location.
 - US, Canadian and Mexico-North bound vehicles- Yards only - Severity 3 or greater exceptions must be reported to OBT in-transit team for possible repair.
 - Facility managers are responsible to identify all carriers entering the facility and ensure they are notified of all severity damages. Failure to notify the correct carrier will result in responsibility of any claims to fall on the facility provider.
- h) When a vehicle is picked up from a compound / yard:
- Drivers must note all exceptions on the load sheet and leave a copy of it with the compound manager, security officer or a designated compound representative the compound manager determines.
 - US, Canadian and Mexico-North bound vehicles- Yards only-all severity 3 or greater exceptions must be reported ion OBT for repair as per Section 1.3. Yards must put these vehicles on an AA hold.
 - If the facility operator has a more strict verification policy, the impacted providers must be notified in writing. The stricter policy must not impede vehicle flow. Please reference Section 5 for “Severity” definitions.
- i) Vehicles with any of the following conditions must be treated as severity 3 damaged vehicles:
- Multiple damages on the same panel, regardless of severity.
 - Missing keys.
 - Locked vehicles with keys inside.
 - Glass damage regardless of severity.
 - Tire and wheel damage which prohibits safe movement of the vehicle.
- j) If a vehicle is noted as damaged by the receiving party, accountability lies with the delivering party until proven otherwise. FCA will not act as an arbitrator.
- k) Please refer to section 9 for instructions on how to establish an interface with FCA’s OBT system for sending inspection information to FCA.
- l) FCA will not arbitrate nor make claim assignments as a result of tardy inspection data, nor will FCA tolerate late payment of claims due to such disputes.
- m) Contact your FCA claim analyst in order to resolve the dispute. The parties should transmit all the documentation and pictures to FCA’s claim system for further analysis.

3.2. Special Rules for Port Inspection

- **VEHICLES DEPARTING ON OCEAN/NAVAL CARRIERS (Export)**These rules only apply to Ocean carriers and Vehicle Processing Centers. Truckload carriers delivering to VPC must follow the general rules stated in Section 3.1.
- Port processor should stage all vehicles at the designated Last Point of Rest area two business days prior to loading of vessel.
- The Ocean carrier’s surveyor should commence preload transportation inspection of all vehicles within two business days of loading of vessel.
- In the case of a holiday within this two business day period, the preload inspection may commence a day earlier.

- The ocean carrier must present a document including the VIN and associated damage; this document must be used to perform a verification inspection conducted by the VPC or Port of Exit and mutually agreed upon by both parties.
- The ocean carrier must transmit the agreed upon inspection through OBT for FCA contracted carriers (by the end of the second business day) so that the complete inspection process takes place within two business days of loading of the vessel.
- If the parties cannot agree on damages noted the Damage Prevention Specialist and carrier representative must be notified via email.
- The notification must include one up-close picture taken from 3 ft. away.
- For any vehicles that are delivered to the port after the vessel's cut off-time and cannot be kept for the inspection verification, a notification must be sent to Damage Prevention Group. The Damage Prevention Group in conjunction with Intl Operations will determine whether or not vehicles have to be held at the port. In either case, FCA will notify both the VPC and the ocean carrier.
- In the case FCA's instruction is to load vehicles on the vessel without completion of the inspection process, the ocean carrier must retain FCA's approval document so that they are not held liable for any damages.
- Cause and Repair Assessments will not be accepted as valid declinations, examples include: OTTD (other than transportation damage), OTMD (other than marine damage), WPO (will polish out), BTUP (brush, touch-up), etc.

a) VEHICLES DELIVERED BY OCEAN/NAVAL CARRIERS (Import)

- These rules only apply to Ocean carriers and Vehicle Processing Centers. Truckload carriers delivering to VPC must follow the general rules stated in Section 3.1.
- Stevedores should stage all vehicles at the designated First Point of Rest area.
- Vehicle Processing Center's /Receiver's surveyor should commence discharge transportation inspection of all vehicles within one business day of discharge of the vessel. A Discharge Sheet must be presented including the VIN, associated damage and pictures to the ocean carrier; this document must be used to perform a verification inspection conducted by the ocean carrier and must signed by both parties.
- Within 24 hours (excluding, Saturday, Sunday and public holiday) from the end of inspection, the surveyor must transmit the agreed upon inspections through OBT.
- The complete inspection process must take place within two business days of discharge of the vessel. In the case of a holiday within this two business day period, the inspection transmission may end a day later.
- If the parties cannot agree on damages noted the Damage Prevention Specialist and carrier representative must be notified via email. The notification must include one up-close picture and one picture taken from 3 ft. away.
- Once the inspection process has finished, the Vehicle Processing Center / Receiving party must file and submit the Transportation Damage documentation to:
 - Astrea, for Vehicles built in European plants. Documents must be submitted within 7 calendar days, and must include in addition to the Discharge Sheet verified by the receiver and deliverer, the Damage Form (Scheda Dani) per VIN, Repair Estimate per VIN, and pictures per VIN.

3.3. Special Rules for On-Rail Inspection

[Europe, Middle East, Africa]

a) DEPARTING TRAINS

- The receiver acquires from compound operator the chassis' list (vehicles to be dispatched) and loading operation starting time.
- The inspection has to be completed at least 3 hours before the departure of the train.
- The receiver must perform the inspection of vehicles exterior and the deliverer must be available to counter-inspect the found damages.
- The assessment should be performed with vehicles loaded and blocked on wagons and with closed doors.
- In case of transport damages, and for each inspection, the receiver should complete a Train Report and send it to FCA within 2 business days from inspection completion.

b) ARRIVING TRAINS

- The deliverer acquires from compound operator the chassis' list (vehicles to be dispatched) and operating time of the starting of the receiving operation.
- The inspection has to be completed no later than 3 hours after the arrival of the train (excluding bank holidays).
- The receiver must perform the inspection of vehicles exterior and the deliverer must be available to counter-inspect the found damages.
- The assessment should be performed with vehicles loaded and blocked on wagons and with closed doors.
- In case of transport damages, and for each inspection, the receiver should complete a Train Report and send it to FCA within 2 business days from inspection completion.
- In case of vehicles contaminated by “flugrost” or “rust”, the receiver should fill a report with the following items:
 - Calendar date and timing of the inspection.
 - Wagon number where the vehicle is placed.
 - Position of the vehicle on the wagon.
 - Chassis number of the vehicle.
 - Explanatory pictures of the phenomenon.

The list of these contaminated vehicles should be given to the compound provider as soon as completed the unloading.

[US, Canada and Mexico]

- When the loader is not contracted by the railroad, an on rail inspection at origin (survey type 07) must be performed by receiving party or their agent and provided to the loader prior to moving the railcar. This inspection pinpoints damages that have occurred while loading and is used to identify and correct any tie down and clearance issues that could result in damages, so that they can be corrected prior to moving the railcar by the loader. This survey is considered the handoff to the railroad & any damages noted will be considered loader's liability.
- FCA requires an “08” on-rail inspection be sent by the receiving rail provider when any damage is found on rail prior to chock release. This includes jumped chocks (code per the AAR standard jump choke codes) and parking brake issues.
- The “08” code must be verified by a third party inspection agent and transmitted electronically into OBT.

- Pictures of any severity 3 or greater exceptions of a repetitive nature should be taken and submitted to FCA Damage Prevention Group.
- All exceptions noted on rail must be forwarded to the railroad/loading agent responsible for loading the railcar, along with photos of severity 3 or greater damage.
 - This inspection is intended to identify any damage to the exterior of the vehicle which could have happened during the rail loading or transit process. Doors, hood, deck lid, must not be opened during this inspection. Claims resulting from these exceptions will be filed against and deemed to be the responsibility of the originating railroad.

3.4. Special Rules for Deliveries to Final Dealers

[US, Canada and Mexico]

a) All carriers must contact each of their dealers and review the delivery process. The following information should be made available to all delivering drivers so they are familiar with the specific dealer needs before they arrive to the dealership. At a minimum the requested information should include the following:

- Hours of operation.
- Proper entrance and exit of dealership premises.
- Name of the contact person for vehicle inspections.
- Unloading area, Vehicle staging area.
- If “Subject To Inspection” is allowed, refer to Section 4.4 for further requirements.

b) The dealer has the right to inspect the vehicle and call the exceptions while walking around the vehicle together with the delivering driver. Exceptions are to be noted on the carrier’s “Delivery receipt/Delivery Device”.

c) The driver may not pre-note any “Previous” exceptions on the new delivery receipt.

d) After sign off by both the dealer and driver, the delivery receipt must not be altered in any way by either party.

e) All writing must be legible.

f) FCA will determine carrier’s responsibility for anything noted on the ePOD/Delivery Receipt meeting the transportation damage guidelines and additional information on a given VIN.

g) A dealer cannot refuse a vehicle delivery. If a dealer attempts to refuse a delivery, the carrier should contact FCA Vehicle Logistics Operations. See Section 9 for web address to access a full contact list.

3.5. Special Rules for Dealer “After Hours” Deliveries

a) Carrier must submit an 05” inspection into OBT upon delivery. Carrier must input all 05” dealer/final destination delivery exceptions into OBT regardless if the vehicle is delivered clean or damaged. If Subject To Inspection (STI) delivery, the carrier must give the dealer their allowed two business days to respond with any exceptions found and then immediately submit an 05” inspection. This is vital in FCA’s reporting and claim forecasting model. Special Rules for Dealer “After-hours Delivery.”

[US, Canada and Mexico]

b) It is the carrier’s responsibility to draw up and have a signed STI agreement with the final destination facility, which includes:

- Vehicle placement.
 - Key and document placement.
 - Means of exception notification.
 - Any other pertinent information / restrictions.
- c) The driver must sign and date the delivery receipt to identify each VIN as delivered. They must also note that it is an STI delivery and indicate the time of delivery, but must not note any exceptions.
- d) The dealer has the right to inspect the vehicle and note all damages on the carrier’s delivery receipt. The dealer has the right to wash the vehicle before the inspection.
- e) The dealer has two business days to notify the carrier of any damages found via traceable means, as specified in the STI agreement. Writing must be legible on the delivery receipt.
- f) Carrier is responsible for anything noted on “Delivery Receipt” meeting the transportation damage guidelines unless documentation can be provided to prove prior damage.

3.6. Special Rules for Hidden Damage on Dealer Deliveries (also applicable to First Point of Rest at International Ports).

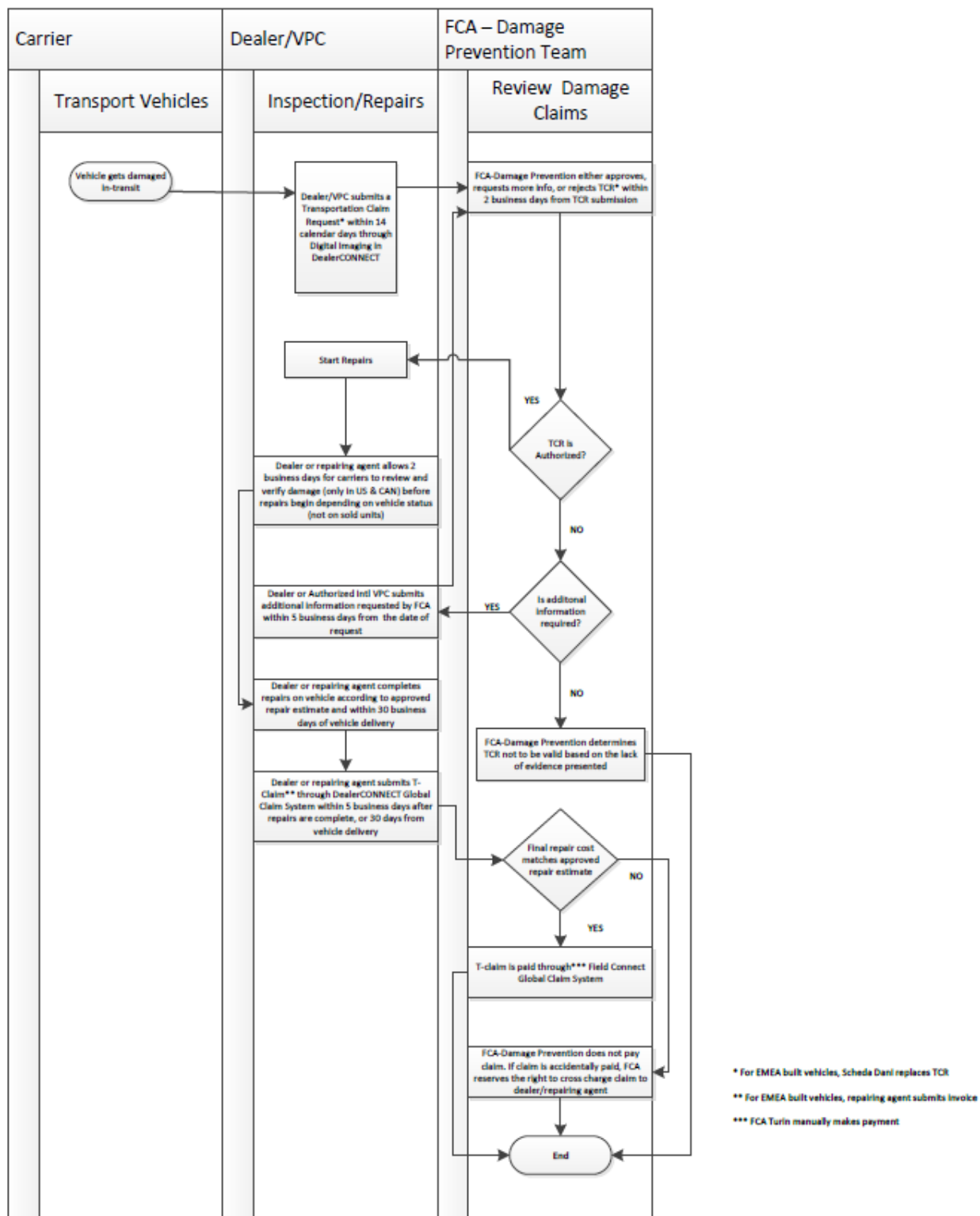
- a) Concealed or hidden damage is defined as damage that cannot be identified by visual inspection, such as a damaged component that would require the use of a hoist to inspect and detect.
- b) Damage such as a scratched or cracked windshield, a damaged bumper or a scratch that is undetected because the vehicle is dirty, is not considered hidden damage.
- c) Any damage deemed to be hidden must be reported to carrier within two business days of delivery. Writing must be legible on the delivery receipt.
- d) The carrier has two business days from the date of dealer’s notification to meet with the dealer and view the damages.

Section 4 - Transportation Claim Process – Final delivery

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4.1. Life Cycle of a Transportation Claim

- a) Vehicle gets damaged in transit.
- b) Dealer /repairing agent submit a Transportation Claim Request within 14 calendar days of the vehicle delivery date through Digital Imaging Application.
- c) FCA Damage Prevention Group approves, requests more info or rejects TCR based on info provided in DealerCONNECT within 2 business days.
- d) If STI TCR is authorized (PA – Preapproved) dealers may allow 2 business days for carriers to review the vehicle before repairs begin depending on vehicle status (not for sold vehicles).
- e) Dealer or repair agent has 30 days after vehicle delivery and 5 days after repairs are complete to submit the Transportation Claim into FCA DealerCONNECT Global Claim System.
- f) In the case of an auction or salvage unit, a Loss of Sale claim will be assessed to the responsible provider via FCA’s Claim Management System.
- g) If the damage being claimed matches the inspection information in FCA’s systems, the claim is paid by FCA and sent to FCA’s Claim Management System for recovery from the appropriate provider.
- h) If the inspection data is entered correctly and timely, claims will be filed with the appropriate provider.
- i) A transportation claim is sent by FCA’s Claim Management System to the provider (via EDI or an email or web link, dependent on how each provider is set up) who delivered the vehicle to the location where the damage was first noted.



j) Provider is assessed a claims management fee of \$30 USD and Canada, CAD based on FCA corporate conversion rate; 180 MXP for Mexico. Provider is responsible for all repair costs to damaged vehicle.

k) Claims should never include GST/HST or any other taxes.

- l) If set up on EDI, provider's system must automatically respond to FCA's Claim Management System with a "review" response.
- m) Provider then processes claim and responds accordingly with a "pay" or "decline" response.
- n) If receiving email notifications provider must log into FCA's Claim Management System with a "review" response.
- o) If provider declines a claim they must upload all supporting documentation to FCA's Claim Management System electronically. There will be no paper declinations accepted.
- p) Once the supporting declination documentation is reviewed by the claims staff the claim will be re-filed with the declining provider, transferred to another provider, or charged back to the plant or dealer.
- q) If a claim is re-filed with the declining provider and no additional information can be supplied, payment of the claim is expected. If a dispute still exists, provider must call their claims analyst within one business day of declination for resolution.
- r) Provider submits payment to FCA to complete the process. Refer to paragraph "Claim Processing and Payment" (PG. 27).
- s) Any other fees associated with the damage will be the responsibility of the provider.
- t) Specifics about Major Damage Claims:
 - This associated cost will be the responsibility of the damaging provider via a transportation claim.
 - When the dealer repair cost exceeds the original Major Damage estimate the following guidelines shall apply:
 - FCA Damage Prevention Group will then classify the vehicle as:
 - Sell as New - Provider will receive claims for repairs and survey fees.
 - Auction Unit - repair and sell at auction. FCA files a Loss of Sale Claim with provider for a flat 10% (percentage determined by FCA) of MSRP. Provider will also receive claims for repairs and survey fees.
 - Sell for Salvage Parts – Vehicles will not be titled. Vehicle is dismantled and all salvageable parts are sold. FCA files a survey claim and a Total Loss claim - provider pays Factory Wholesale minus destination and dealer holdback, plus all associated freight costs. The provider will receive the guaranteed salvage amount when FCA receives it from the salvage company. Any additional amount received will be split (50/50) between the provider and the salvage company.
 - Total loss - units are scrapped - FCA files a Total Loss claim provider pays Factory Wholesale minus destination and dealer holdback, plus all associated freight costs. Associated survey fees may apply.
 - Any other fees associated with the damage will be the responsibility of the provider.

Claims Processing & Payment

u) Time Limitation on Claims Processing

- All claim declinations and supporting documentation must be electronically uploaded to FCA's Claim Management System within 30 days of claim receipt.
- The time limitation for providers to resolve claims is 30 days.
- If the filed claims are not resolved in 30 days, the claim automatically defaults to the provider in possession of the claim and payment is required.
- If a fully documented claim goes over 60 days, FCA reserves the right to withhold payment on services rendered to compensate for the outstanding claims.
- Payment for fully documented claims is expected prior to 60 days.
- In the event a provider rejects a claim due to lack of documentation filed, the claim will not be considered against the provider's performance.

v) Dealer Appeal Claims – A dealer may choose to appeal a claim for a repair which has been charged back based on a provider's declination of a claim. If the dealer provides supporting documentation, the dealer will enter a new claim and it will come to the provider via FCA's Claim Management System.

w) It is the provider's responsibility to upload documentation electronically in support of a declination. Provider is encouraged to retain all documents that may assist in claims reconciliation. Please note: Not all of the documents below will apply to all providers. Some additional documents may be required to prove the provider's case.

- Declination letter (optional) – must include provider name, VIN, claim number, detailed reason for declination.
- Pre load document – this is necessary to prove pre-existing damage, must note damage, and sign off when required. Even if there are no exceptions recorded, providers are required to retain these documents.
- Inspection report – can be provided from 3rd party inspection agency.
- Digital Color Pictures – picture of VIN, close up view of damaged area, and wide view to show relation of damage area to the rest of the vehicle.
- Delivery Receipt – must be legible, and required for clean delivery or STI without notification.
- Untimely STI or hidden damage notification – proof of untimely notification.
- Proof of notification

x) Requests for Repair Order (RO) - Repair agents are required to send the RO to providers upon request as follows:

- The provider has 14 days from the day the claim is filed to request documents from the repair agents. The requests are restricted to the RO, sublet invoice and delivery

receipt. Providers are not allowed to request copies of time punches, technician notes, etc.

- Providers will need to supply the following information when requesting an RO: dealer, VIN, exceptions, date requested dealer contact, and provider requesting.
- Proof that a request form was sent must be provided in order to decline the claim if the repair agent fails to provide the RO documentation. Provider must wait a minimum of eight days to decline the claim to allow ample time for the repair agent to respond.
- Providers cannot use the request for RO as a means of delaying or trying to subvert the claims payment process.

y) FCA will not use the timeliness of inspection data to decide the responsibility of a claim. The proof of responsibility of a claim will be based on all data provided/available.

z) Payments

- Provider accepts responsibility for a claim. (via EDI or via FCA's Claim Management System).
- FCA will not refund claims paid in error.
- FCA expects payment from the carrier with whom the contract agreement is held. If any 3rd.party providers are used by the contracted carrier or service provider, the carrier or service provider must address the situation with the responsible party.
- All payments for Domestic and International Claims should be made using the account information for **FCA US. LLC**:

Electronic Payment / Wire transfer:
JPMorgan Chase Bank – N.A. (NY)
One Chase Manhattan Plaza
New York, NY, 10005

ABA Routing: 021000021
SWIFT Code: CHASUS33
Account Name: Chrysler Group LLC
Account Number: 144025784

aa) Direct payment to repair agents by any means is strictly prohibited.

ab) FCA is required by law to track all damages and repair amounts.

ac) Containerized Shipments:

- Worldwide Vehicle Logistics will not accept any claims, filed on units containerized for shipping, after the origin port Preload inspection is performed.
- If the damage has not been noted prior to origin port loading the claim will be charged back to the Dealer or Distributor.

4.2. Major Damage

a) A vehicle will be deemed to have “Major Damage” if such vehicle has incurred Transportation Damage, the total repair cost of which exceeds the amount specified in the applicable Laws of the destination U.S. state or country of such vehicle, except that:

- With respect to a vehicle for which Canada is the destination country, such vehicle will be deemed to have Major Damage if such vehicle has incurred Transportation Damage that:
 - The total repair cost of which exceeds \$1000CAN, excluding the cost of any replacement bolt-on parts (i.e. parts that are able to be replaced by identical manufacturer’s original equipment, including (without limitation) glass, bumpers, fenders, and doors) but including (without limitation and for the avoidance of doubt) any costs of further preparation or modification (e.g. painting) of such replacement bolt-on parts. In addition, the total repair cost with bolt on parts included cannot exceed \$3,000CAN.
 - Must be repaired by any type of body filler or welding
 - Damage to the frame, other than tie-down hole elongations (provided there are no crack, tears or separations evident).
- Damage to steering or suspension that can’t be corrected by replacing bolt on parts.

b) With respect to a vehicle for which Mexico is the destination country, whether a vehicle has Major Damage will be determined by receiver (FCA) in its sole discretion after reviewing such vehicle.

c) With respect to a vehicle for which no applicable Laws pertaining to Major Damage exist in the destination U.S. state or country of such vehicle, such vehicle will be deemed to have Major Damage if such vehicle has incurred Transportation Damage:

- The total repair cost of which exceeds five percent (5%) of such vehicle’s manufacturer’s suggested retail price (MSRP), excluding the cost of any replacement bolt-on parts but including (without limitation and for the avoidance of doubt) any costs of further preparation or modification of such replacement bolt-on parts; or
- The cost of exterior replacement parts of which exceeds ten percent (10%) of such vehicle’s MSRP.

d) Notwithstanding the foregoing, a vehicle will be deemed to have Major Damage if such vehicle has incurred Transportation Damage:

- That must be repaired by welding or cutting.

- To such vehicle's frame (other than tie down hole elongation to the extent such elongation has not caused any cracks, ripping or separation in, of or to such vehicle's frame).
- To such vehicle's steering or suspension that cannot be repaired by replacement bolt-on parts; or
- That receiver deems a safety risk.

e) Whether vehicles have Major Damage will be determined by the receiver on a case by case basis in accordance with the foregoing.

f) If a vehicle is deemed to have Major Damage, as determined by receiver in accordance with section above, then shipper/Carrier will be responsible for all costs incurred by receiver in connection with the Transportation Damage to such vehicle, including (without limitation) all costs to repair/replace the Transportation Damage, transportation costs, storage costs, inspection costs, depreciation charges, and processing fees, plus a loss of sale charge in an amount equal to ten percent (10%) of such vehicle's MSRP.

g) Carriers will be responsible for the cost of transporting the vehicle to Company Car at the Lapeer Road Marshaling Center for newly launched vehicles that deemed by FCA cannot be sent to auction.

4.3. Total Loss

A vehicle is deemed as Total Loss, if it:

- a) Has incurred transportation damage, the total repair cost exceeds forty percent (40%) of the vehicle's MSRP
- b) Has been tipped ninety (90) degrees or more on its side.
- c) Has had its wheels removed, allowing such vehicle to rest on its undercarriage at any time during transportation.
- d) FCA determines the unit to be a safety and/or quality risk.
- e) Any vehicle that is stolen and leaves the premises may be scrapped.
- f) FCA determines the unit must be scrapped due to being a special edition unit.

g) Whether vehicles are Total Losses will be determined by FCA on a case by case basis in accordance with the foregoing. If a vehicle is deemed a Total Loss, FCA will coordinate scrap of the vehicle and the Carrier will be responsible for all costs incurred by FCA/receiver in connection with such Total Loss, including (without limitation) the entire MSRP of such vehicle, transportation costs, storage costs, inspection costs, depreciation charges, and processing fees. Carrier and/or insurance company will not take title to any total loss vehicle.

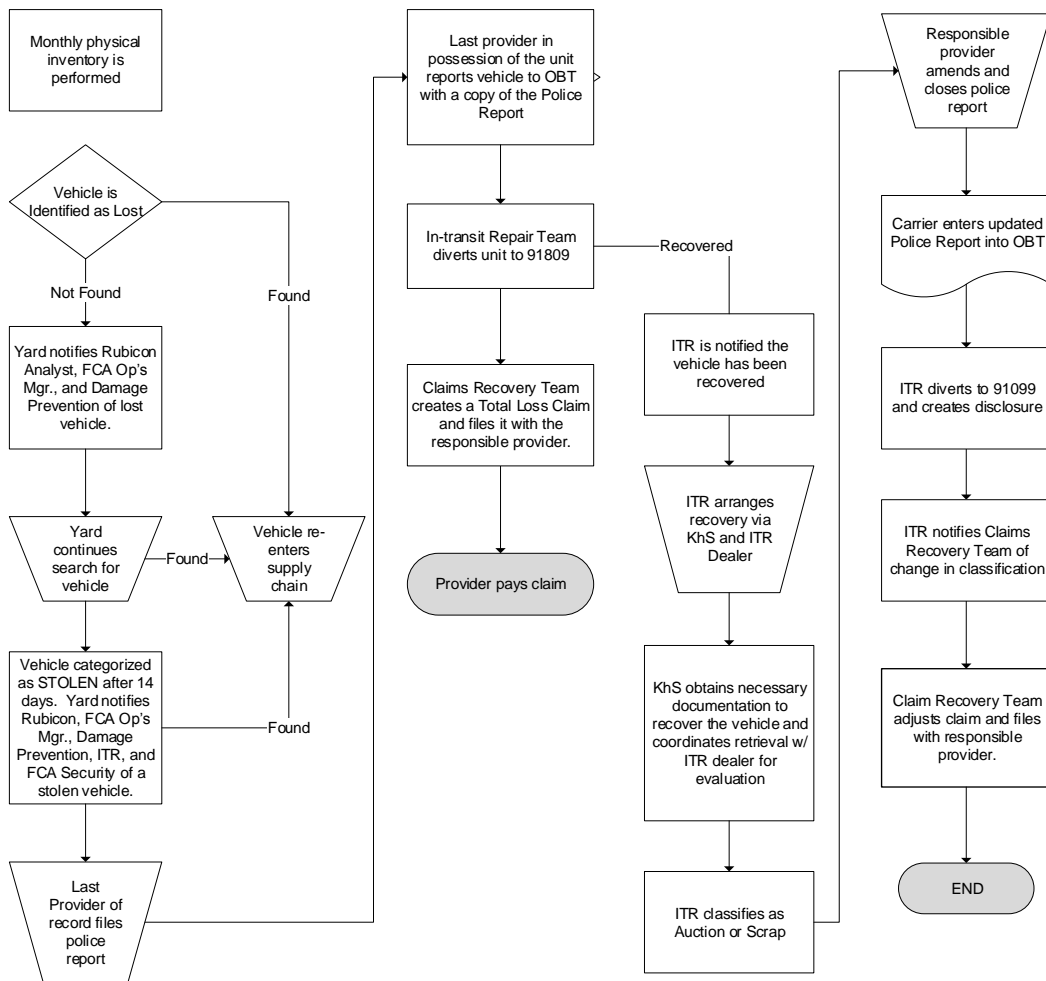
4.4. Filing a Major Damage Claim on Import Vehicles

- a) Purchaser must send a damage notification to the Selling party that includes
 - Estimate.
 - Photos.
 - VIN.
- b) Purchaser must classify major damage vehicles as scrap or broker.
- c) International Inventory team will remove the Major Damage vehicle from the purchasers account and divert the vehicle into the scrap or broker account.
- d) Purchaser will present to the Seller an itemized list of all cost incurred (vehicle price excluded).
- e) Seller will reimburse Purchaser the cost of the itemized list by creating a manual claim on behalf of the Purchaser.
- f) Seller will recover the itemized amount and Cost of vehicle from the carrier that damaged the vehicle.

4.5. Lost/Stolen Vehicle Procedure

This procedure contains the process for a lost unit, a stolen unit and stolen unit reconciliation.

Lost / Stolen Vehicle Process



If vehicle is found after claim is paid, the difference after damage is repaired and / or vehicle is sent to auction / Total loss – the provider will be credited the difference.

Contact Information:

Operations Manager- Nick Thompson, nick.thompson@fcagroup.com

In-Transit Repair (ITR) – intransit-repairs-nafta@fcagroup.com

Damage Prevention- Mark Roznawski, mark.roznawski@fcagroup.com

- Jim Tocco, jim.tocco@external.fcagroup.com

FCA Security- Drew Reid, drew.reid@fcagroup.com

- Gordon Pizzini, Gordon.pizzini@fcagroup.com
- Mike Lewis, mike.lewis@fcagroup.com
- Shawn Gargalino, shawn.gargalino@fcagroup.com

In addition, submit notifications on lost /stolen vehicles to:

1. claims@fenkell.com, and
2. During weekends or holidays, to the Damage Prevention and Operations FCA Managers.

4.6. Derailment Procedure

- a) The steps below are to provide a process for notification when railcars involved in a derailment.
 - The provider will transmit a “UA” hold code and a “32-02-6” exception code.
 - With direction from Vehicle Logistics Operations, the provider will transport all vehicles involved in the derailment to a point, or points, as instructed.
- b) All vehicles involved in the derailment must be handled as per the major damage procedure.
- c) The provider that caused the derailment will absorb all costs associated with transporting damaged vehicles.
- d) Any vehicle that is tipped 90° or more on a side will be deemed a salvage or total loss unit. This includes rail securement using straps around the wheels in which the vehicle is still in the securement but tipped on its side. Vehicle’s side does not have to touch the railcar to be deemed as salvage or total loss.

Section 5 – Hold and Inspection Codes

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5.1. [US, Canada and Mexico] FCA Hold Codes

- a) All holds must be placed on a valid route segment.
- b) Providers are encouraged to contact Rubicon or Vehicle Logistics Operations to verify which of the code(s) to use and when to send.
- c) Dealer holds are authorized either by Vehicle Logistics Operations or Rubicon personnel only.
- d) Provider does not need to terminate a “GE” hold. VISTA will automatically terminate this hold with the next reported move. Sending in a 550T on this code will result in an INC-Incomplete Transaction error.
- e) Any other reported hold codes such as “AA” will require a 550T transaction to terminate the hold.

Per the US and Canadian In-Transit Damage process (See Section 2), providers must send the AA hold to OBT.

HOLD CODES

The hold codes below require authorization from Vehicle Logistics Operations or Rubicon.

HOLD CODES	DESCRIPTION	RAIL-RR/HAULAWAY HL
BV	VEHICLE PREP HOLD	RR/HL
GK	FLEET SALES HOLD	RR/HL
MR	MANUAL CREDIT RELEASE	RR/HL
MS	MISSHIPPED VEHICLE	RR/HL
NP	NO PRICING AVAILABLE	RR/HL
NR	KZ NOT RELEASED FROM PLANT	RELEASING PROVIDER
SA	VEHICLE SCRAPPED	RR/HL
WA	PLANT PROGRAM REPAIR	RR/HL

The hold codes below do not require authorization:

HOLD CODES	DESCRIPTION	RAIL-RR/HAULAWAY HL
AA	IN-TRANSIT REPAIR	RR/HL
FF	HOLD FOR DIVERSION	RR/HL
FM	FORCE MAJEURE	RR/HL
GD	FINANCE HOLD	RR/HL
GE	QUALITY AUDIT HOLD	RR/HL
HH	DEALER HOLD	HL
MB	INCLEMENT WEATHER HOLD	RR/HL
MJ	MAJOR DAMAGE	RR/HL
ML	MONRONEY LABEL REQUIRED	RR/HL
PB	RETURNED TO PLANT	HL
PI	PENDING INSTRUCTION	HL/RR
SB	PENDING MOVE TO AUCTION	RR/HL
ST	STRIKE HOLD	RR/HL
TH	TRANSPORTATION HOLD	RR/HL
VG	STOLEN VEHICLE	RR/HL
Y5	HAIL DAMAGE	RR/HL

INTERNATIONAL CODES

The codes below are to be used to identify vehicle status throughout the international supply chain:

INTERNATIONAL STATUS CONDITION CODES	
CODE	DESCRIPTION
X2	PORT INVENTORY STATUS-VEHICLE ON HOLD
X4	PORT INVENTORY STATUS-VEHICLE IN PROCESS
X5	PORT INVENTORY STATUS-VEHICLE CLEARED FOR SHIPMENT
X6	PORT INVENTORY STATUS-VEHICLE LOADED ON VESSEL
X7	PORT INVENTORY STATUS-VEHICLE PENDING DAMAGE REPAIR
X8	PORT INVENTORY STATUS-VEHICLE CLEARED FOR SHIPMENT(WITH EXCEPTION)

EDI/TRANSACTION CODES

EDI CODES	
CODE	DESCRIPTION
670	VICS errors (Invalid Inspection) are returned to the providers
824	Application advice
997	Functional Group Acknowledgment transactions
928	Vehicle Inspections
924	DAMAGE CLAIMS –All information in regards to claims will come to providers via Fenkell VTC
926	CLAIM RESPONSE – All information in regards to claims will come to providers from Fenkell VTC
550T	Used to cancel a hold on a vehicle
2V	Ingate - sent when vehicle leaves a facility
3R	Outgate - sent when a vehicle arrives to a facility

5.2. [US, Canada, Mexico, First Point Rest at Europe, Middle East, Africa, Asia Pacific and Latin America] Inspection Type Location Codes

Inspection Type Codes				
				9/12/2007
Code	Description	Definition 1	Code	Definition 2
1	Origin Inspection	Location where motor vehicle is inspected prior to loading		
2	Intermediate Interchange Inspection	Location in transit between point of origin and destination		
3	Railroad Interchange	Point at which multi-level is transferred from one railroad to another		
	Marine Survey Preload	Last point of rest prior to loading onto a vessel for ocean transportation		
4	Destination Inspection	Location where motor vehicle is to be unloaded from multi-level		
		Other variations for Inspection Type 4 may be:		
			4R	In bay or destination on Ground
			4E	Data Entry-truckers Load Sheets
			4V	Verification Inspection with truckers
5	Dealer Inspection	Location where carrier transfers possession to manufacturers selling agent		
6	Factory Gate	Location where motor vehicle is considered to be transferred to first carrier		
		Other variations for Inspection Type 6 may be:		
				Inspection prior to acceptance by pre delivery processor
			6F	Plant Inspection
			6Y	Yard Inspection outside or near Plant
7	Origin On Rail	Performed on multi-level after loading and securement of motor vehicle		
		Other variations for Inspection Type 7 may be:		
			7R	Origin On Rail
8	Destination On Rail	Performed on multi-level at destination prior to unloading of motor vehicle		
9	Marine Survey Discharge	First point of rest after discharge from ocean vessel		
		Other variations for Inspection Type 9 may be:		
				Major Damage Repair
			9Y	Inside Yard Inspection after repair
11	Major Damage	Code used by some haulaway carriers to denote presence of major damage to vehicle		
21	Major Damage Inspection	Code used by some carriers to indicate major damage and additional reporting available		
51	Origin Non Distribute	Code used by some manufacturers to indicate vehicle hold at origin		
52	Interchange Non Distribute	Code used by some manufacturers to indicate vehicle hold at interchange		
90	Delivery With Notification	Code used to note additional information available upon dealer delivery		
96	Intermediate Delivery	Code used for vehicle storage yard arrival		
96Y	Inbound Yard Inspection	Code used for vehicle storage yard entry inspection		
97	Outbound Intermediate	Code used for vehicle storage yard exit		
97Y	Outbound Yard Inspection	Code used for vehicle storage yard exit		
98	GM Dealer Receipt	Location where carrier transfers possession of vehicle to manufacturers selling agent. This code is interchangeable with Inspection type 5.		
99	Letter of Notification	Code used to indicate that claim letter has been sent		
AR	Arrived In Storage	Code used for storage yard arrival activity		
OU	Removed for Storage	Code used for storage yard exit activity		

Used to identify the type of location where the inspection is being conducted for more information
 For more information, Consult AIAG's M-22, Transportation Damage to Motor Vehicles

5.3. AIAG Area, Type and Severity Codes

DAMAGE AREA CODES			
01	ANTENNA/ ANTENNA BASE	34	TV / DVD SCREEN
02	BATTERY / BOX	35	ROCKER PANEL / OUTER SILL - LEFT
03	BUMPER / COVER / EXT. - FRONT	36	ROCKER PANEL / OUTER SILL - RIGHT
04	BUMPER / COVER / EXT. - REAR	37	ROOF
05	BUMPER GUARD / STRIP - FRONT	38	RUNNING BOARD / STEP - LEFT
06	BUMPER GUARD / STRIP - REAR	39	RUNNING BOARD / STEP - RIGHT
07	DOOR - BACK CARGO - RIGHT	40	SPARE TIRE / WHEEL
08	DOOR - BACK CARGO - LEFT	41	STOLEN VEHICLE
09	DOOR - CARGO - RIGHT	42	SPLASH PANEL / SPOILER - FRONT
10	DOOR - LEFT FRONT	43	LOW / NO FUEL
11	DOOR - LEFT REAR	44	GAS TANK
12	DOOR - RIGHT FRONT	45	TAIL LIGHT / HARDWARE
13	DOOR - RIGHT REAR	46	VEHICLE NOT IN SHIP MODE
14	FENDER - LEFT FRONT	47	CARGO SEAL MISSING / BROKEN
15	QTR PANEL / PICK UP BOX - LEFT	48	TRIM PANEL - FRONT LEFT
16	FENDER - RIGHT FRONT	49	CD CHANGER - SEPARATE UNIT
17	QTR PANEL / PICK UP BOX - RIGHT	50	TRIM PANEL - FRONT RIGHT
18	FLOOR MATS - FRONT	51	CERT LABEL
19	FLOOR MATS - REAR	52	DECK LID / TAILGATE / HATCHBACK
20	WINDSHIELD	53	SUNROOF / T-TOP
21	GLASS - REAR	54	UNDERCARRIAGE - OTHER
22	GRILLE	55	CARGO AREA - OTHER
23	ACCESSORY BAG / BOX	56	VINYL / CONVERTIBLE TOP / TONNEAU COVER
24	HEADLIGHT / COVER / TURN SIGNAL	57	WHEEL COVERS / CAPS / RINGS
25	LAMPS - FOG / DRIVING / SPOT LIGHT	58	RADIO SPEAKERS
26	HEADLINER	59	WIPERS - ALL
27	HOOD	60	JUMPED CHOCKS - SEE BELOW
28	KEYS	61	PICK UP BOX - INTERIOR
29	KEYLESS REMOTE	62	BROWN MOROMATED STINK BUG
30	MIRROR - OUTSIDE LEFT	63	RAILS, TRUCK BED / LIGHT BAR
31	MIRROR - OUTSIDE RIGHT	64	SPOILER / DEFLECTOR - REAR
32	MAJOR DAMAGE	65	LUGGAGE RACK (STRIPS) / DRIP RAIL
33	AUDIO / VIDEO PLAYER	66	DASH / INSTRUMENT PANEL
67	CIGARETTE LIGHTER / ASH TRAY		
68	CARPET - FRONT		
69	CENTER POST - RIGHT		
70	CENTER POST - LEFT		
71	CORNER POST		
72	LEFT FRONT TIRE		
73	LEFT FRONT WHEEL / RIM		
74	LEFT REAR TIRE		
75	LEFT REAR WHEEL / RIM		
76	RIGHT REAR TIRE		
77	RIGHT REAR WHEEL / RIM		
78	RIGHT FRONT TIRE		
79	RIGHT FRONT WHEEL / RIM		
80	COWL		
81	GAS CAP / COVER		
82	FENDER - REAR LEFT		
83	FENDER - REAR RIGHT		
84	TOOLS / JACK / SPARE TIRE MOUNT & LOCK		
85	COMMUNICATION / GPS UNIT		
86	PARKING SONAR SYSTEM		
87	FRONT FASCIA UNDER BUMPER DAMAGE		
88	VSO MISSING		
89	TRAILER HITCH / WIRING HARNESS / TOW HOOKS		
90	FRAME		
91	EXHAUST SYSTEM		
92	LICENSE PLATE BRACKET		
93	STEERING WHEEL / AIRBAG		
94	SEAT - FRONT LEFT		
95	SEAT - FRONT RIGHT		
96	SEAT - REAR		
97	CARPET - REAR		
98	INTERIOR - OTHER		
99	ENGINE COMPARTMENT - OTHER		

DAMAGE TYPE CODES			
01	BENT	11	PUNCTURED
02	BROKEN	12	SCRATCHED - EXCEPT GLASS
03	CUT	13	TORN
04	DENTED - PAINT BROKEN	14	DENTED - PAINT / CHROME NOT DAMAGED
05	CHIPPED - EXCEPT GLASS & PANEL EDGE	15	FULL BODY COVER PRESENT / DAMAGED
06	CRACKED - EXCEPT GLASS	18	MOLDING / WEATHER STRIP / EMBLEM DAMAGED
07	GOUGED	19	MOLDING / WEATHER STRIP / EMBLEM MISSING
08	MISSING - EXCEPT MOLDING / EMBLEM	20	GLASS - CRACKED
09	SCUFFED	21	GLASS - BROKEN
10	INTERIOR STAINED / SOILED	22	GLASS - CHIPPED
23	GLASS - SCRATCHED		
24	MARKER LIGHT / TURN LIGHT DAMAGE		
25	DECAL / PAINT STRIPE DAMAGED		
29	CONTAMINATION - EXTERIOR		
30	FLUID SPILLAGE - EXTERIOR		
34	PANEL EDGE CHIPPED		
36	PART / OPTION NOT AS INVOICED		
37	HARDWARE EXTERIOR - DAMAGED		
38	HARDWARE EXTERIOR - LOOSE / MISSING		
39	JUMPED CHOCKS		

SEVERITY			
1	LESS THAN & INCLUDING 1"	3	OVER 3" UP TO & INCLUDING 6"
2	OVER 1" UP TO & INCLUDING 3"	4	OVER 6" UP TO & INCLUDING 12"
5	OVER 12"		
6	MISSING		

CHRYSLER SPECIFIC DAMAGE CODES			
00-00-0	NO DAMAGE	46-00-0	CARGO SEAL INTACT
02-00-0	BATTERY NOT CHARGED	46-36-6	VEHICLE NOT IN SHIP MODE
32-02-6	MAJOR DAMAGE SURVEY / APPRAISAL FEE	47-00-0	CARGO SEAL MISSING / BROKEN
41-08-6	STOLEN VEHICLE	51-00-0	CERT LABEL
41-00-0	STOLEN VEHICLE RECOVERED	60-00-0	JUMPED CHOCKS - SEE BELOW
43-00-0	LOW FUEL - 1/8 OF A TANK OR LESS	62-29-1	BROWN MOROMATED STINK BUG
87-XX-X	FRONT UNDERBUMPER DAMAGE		
88-00-0	VEHICLE SHIPPING ORDER - VSO MISSING		
99-29-1	AUSTRALIA SEED POD		

JUMPED CHOCK CODES			
Area - Type		Severity	Severity (Condition) Codes (0 thru 6)
60-40	Holden (40-series)		
60-40	Holden Grate-Lock Chock	0	No damage
60-41	Holden Block-Chock	1	Broken
60-42	Holden Grip-Lock Chock	2	Cracked
60-43	Holden Grate-Lock Chock with Holden Block-Chock	3	Strap loose, fallen or twisted
60-44	Holden Grate-Lock Chock with AVR supplemental	4	Chock Spacing
60-45	Holden Grate-Lock Chock w/ 4 Configuration	5	Not locked in track or disengaged
		6	Missing
60-50	Holland (50-series)		
60-51	VRS (Vehicle Restraint System)		
	Tri Lo Chock		
60-60	Trinity (60-series)		
60-60	Thrall Wedge Polymer Chock and Strap with Low Profile Winch		
60-61	Thrall Wedge Steel Chock and Strap with Low Profile Winch		
60-62	Trinity GREEN Tri Level Chock and Strap with Remote Winch		
60-63	Thrall Wedge Steel Chock and Strap with HIGH Profile Winch		
60-64	Trinity TTM Vehicle Restraint System		
60-70	Wabtec/Standard Car/Zeftek (70-series)		
60-70	Standard Car Truck Non-metallic LoPro Chock		
60-71	Standard Car Truck Steel LoPro Chock		
60-72	ZefTek Sta-Put Chock (without and with optional Strap)		
60-73	Standard Car Truck CoPoly Chock		
60-74	Auxiliary Vehicle Restraint (AVR)		
60-75	Hybrid Steel LoPro		

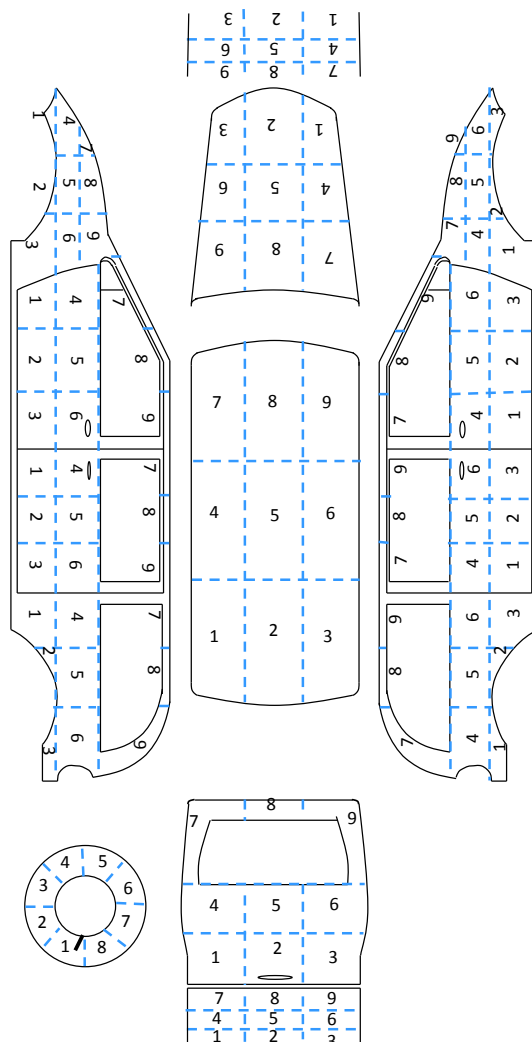
5.4. AIAG Urban Grid Location

Area grid identification codes precisely locate a given damage on a panel, and are used in conjunction with the “AIAG Standard Damage Codes” on the previous page. The diagram below represents horizontal and vertical surfaces. This information is required along with the current inspection area/type/severity codes.

The grid location should be determined as you stand in front of the panel and look straight at it.

The hood (27) should be coded as you are looking at it from the front of the vehicle. The left corner closest to you would be considered grid location #1. The trunk would be viewed the same way. As you stand behind the vehicle the bottom left corner would be grid location #1. The roof would be coded the same way as the trunk. Tires and rims: Locate the valve stem, start there as grid location #1, then circulate counter-clockwise around the wheel. Bumpers: Take into account the sides of the bumper that wrap around the vehicle.

Panels Using Grid: 03 (Front Bumper); 04 (Rear Bumper); 10 (Left Front Door); 11 (Left Rear Door); 12 (Right Front Door); 13 (Right Rear Door); 14 (Left Front Fender); 15 (Left Quarter Panel); 16 (Right Front Fender); 17 (Right Quarter Panel); 27 (Hood); 37 (Roof); 47 (Tires/Rim OTS); 52 (Tailgate/Deck lid).



Section 6 – Truck and Shuttle Transportation / Procedure 71089

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6.1. Equipment Requirements

- a) All carriers are required to be ePOD equipped.
- b) Carriers are responsible to ensure their equipment ability to load vehicles damage free, FCA Damage Prevention groups retains the right to prohibit the use of certain types of equipment which could potentially cause damage. Examples include but are not limited to:
 - Age of equipment
 - Amount of rust on the equipment
 - Inability to load low profile vehicles without modifications.
- c) Carriers are responsible for having proper documentation / certification in line with local regulations. For Mexico only, all carriers must comply and follow NEEC regulations.
- d) Each provider is responsible for modifying and updating all equipment to ensure damage free vehicle delivery.
- e) Sub-haulers and their equipment must meet all vehicle shipping standards, be approved prior to use, and be verified as stated above by the contracted provider for which they are working.
- f) Each haul-away truck must have the following basic equipment:
 - Additional ramps to comply with the minimum loading angle requirement of less than 4° for US, Canada and Mexico; and less than 8° for Europe, Middle East, Africa and Latin America (Two footboards, minimum 60 cm long to minimize rising angles, and to comply to the loading angle requirements).
 - Strap only configuration equipment. Four straps are required for the transport of all vehicles. Additional straps must be available to replace worn ones.
 - Chock & strap configuration equipment (European equipment):
 - Three chocks for each motor vehicle transported (considering an average loading index equal to nine). Chock must be standard and 12 cm high. 14 cm high chocks are allowed to transport light commercial vehicles.
 - Two straps / belts for each motor vehicle transported:

- ✓ The length must account for 2.2 m with a 4% maximum elasticity and have at least three sliding dowels or an anti-skid rubber sheath.
 - ✓ Homologation label must be visible.
 - ✓ The width must be 35 mm for all motor vehicles and 50 mm for commercial vehicles.
 - ✓ It is recommended 50 mm belts be used for all vehicles.
 - Additional straps / belts and chocks must be available to replace any worn ones for specific loading needs.
- g) It is strictly prohibited to do the following under penalty of seizure of driver badge or revocation of access authorization to load vehicles.
- Keep a repair kit for motor vehicles.
 - Deflate tires to improve load factor.
 - Use tow hook to improve load factor.
 - Mix used vehicles with new vehicles on the same conveyance.
 - Transport vehicles at more than 15° from horizontal.
- h) Skids must be in good condition with no sharp edges to prevent cutting/gouging vehicle tires.
- i) Skids must be fully extended with approach angles no greater than 4°.
- j) No part of the vehicle, excluding the tires, may contact the skids, rig structure, or ground at any point in time.
- k) Flipper plates, filler plates, and all other pivoting components in the wheel track must be flat and supported from both ends.
- l) For equipment in North America, it is recommended stone shield skirts be installed to protect vehicles from mud splash and stone damage.
- m) Protective padding must be applied and maintained on all side structures of the head-rack and trailer.
- n) It is recommended the top platform be equipped with fall protection guards (required for carriers in Europe and Latin America).
- o) Trucks and trailers must be routinely maintained to meet the appropriate regulatory standards, have no rust on flat parts, and have a clean and professional appearance to meet customer expectations.
- p) All mechanical, hydraulic, and electrical devices must be fully functional and operating.
- q) The driver must ensure truck functionality; check equipment assigned and travel documents.
- r) All drivers must have basic hazardous spill equipment to clean up any spills (i.e. spill socks, absorbent material, a container to clean up the spill, etc.).

- s) Equipment must be in compliance with all DOT standards for North America; Powder extinguisher must be homologated and full, with six month certification tag for European equipment.
- t) All trucks must be in compliance with local environmental standards, legislative rules for each country and FCA requirements.

6.2. Loading & Unloading Procedure

PRIOR TO LOADING:

- a) Refer to the Individual Loading Sheets in the Vehicle Shipping Manual prior to loading as there are specific requirements which should be followed for each model. Adherence to these guidelines is mandatory.
- b) Park the haul-away equipment on a level, clean area and where specified by yard personnel.
- c) If equipment allows it is recommended to turn off haul-away engine and ensure it remains off during loading / unloading.
- d) All ramps must be fully extended and if necessary must have extra ramps to access platforms for low profile vehicles.
- e) All decks must be pinned during loading, unloading, and transport to protect the driver and the vehicle in the case of equipment failure.
- f) All decks must be aligned and as level as possible.
- g) All decks and ramps must be clear of tie down chains, hooks, straps, or other obstructions before loading or unloading can begin.
- h) All vehicles must be inspected prior to moving.
- i) Check to ensure all protective materials are in place prior to entering the vehicle, and if they are not, replace them to prevent damage/soiling.
- j) Fold all mirrors inward.
- k) All reflective panels/flags must be extracted or rotated to prevent any damage to motor vehicles during loading/unloading.

DURING LOADING:

- l) Vehicles must be driven under their own power onto haul-away equipment.
- m) Vehicles must be positioned in their designated location with front wheels straight.
- n) Fully engage parking brake, shift vehicle into park (or 1st gear if manual transmission), and turn off vehicle before exiting.

- o) Vehicles are not to be loaded in any position that requires the driver to enter or exit the vehicle by any means other than the driver's door.
- p) Driver's side seat must be adjusted to provide for the safe movement of the vehicle, but must be placed completely back prior to exiting the vehicle.
- q) When starting the vehicle, the parking brake must be engaged and:
 - In neutral with the brake pedal pressed for manual transmissions.
 - In park with the brake pedal pressed for automatic transmissions.
- r) Loads can have mixed securement methods, but individual vehicles must use one consistent tie down method.
- s) Obey all speed limits- a maximum of 5 mph in US, and 5 km/h in the rest of the world, unless otherwise specified for a particular vehicle.
- t) During loading and unloading the driver must:
 - Drive motor vehicles at low speeds in all situations, especially low profile models.
 - Drive engine only at low revolutions.
 - Avoid sudden accelerations and decelerations.
 - Avoid wheel slip and clutch abuse.
- u) The following distances must be maintained when loading vehicles and during transport:
 - Chock with strap (Europe only):
 - 8cm between vehicles and structure both front and rear.
 - 8cm clearance from bottom of vehicle to deck below.
 - 8cm clearance from top of vehicle to deck above.
 - Strap Only (North and Latin America):
 - 4" or 10.16cm between vehicles and structures both front and rear.
 - 3" or 7.62cm clearance between vehicle and deck.
 - 5" or 12.70cm clearance between top of vehicle and deck above.
 - Chain (See Loading Sheets for specification):
 - 3" or 7.62cm clearance between vehicles and structures front and rear.
 - 3" or 7.62cm clearance between top of vehicle and deck above.
 - Special care should be taken to accommodate vehicle spacing between the tractor and trailer. This will minimize the risk of damage due to dips in the road, tight turns, and to permit maneuvering without vehicles contacting one another.

6.3. Tie-Down Procedure

STRAPS

- a) Straps must adhere to the guidelines outlined in this manual.
 - Straps must run parallel with the tread.
 - Straps must have rubber cleats to ensure they stay in place during transit.
 - Straps can only tighten down at the front and rear of the tire.
 - Straps may not wrap in front or behind the tire and pull inward or outward. (Lasso style tie down not permitted)
 - No part of the strap or strap basket may touch any part of the wheel other than the tire itself.
- b) Extreme caution must be used when using ratchet bars for tightening or releasing tie downs. Ratchet bar must never come in contact with the vehicle.
- c) Straps must never be wrapped around or through any other part of the vehicle (i.e. strapping through the wheels, around axles, etc.).
- d) For all movements by haul-away/shuttle all units must be secured with four straps.
- e) Sufficient clearance must be maintained between vehicles to ensure damage free delivery.
- f) If the vehicle has front and rear wheels on separate tilting surfaces, only one end of the vehicle is to be secured while tilting.
- g) If the vehicle's front and rear wheels are on the same surface, all four tie-down securements are to be tightened before the surface is tilted.
- h) Straps must never be twisted in the securement process.
- i) Straps must be properly maintained. Worn straps are to be replaced when frayed or worn. Trucks are required to carry extra straps.

CHAIN (See Loading Sheets for specification):

- j) The "R" hook is the only tie down hook authorized for use on FCA vehicles (See Vehicle Loading Sheets in Section 6.4) for vehicle specific tie down requirements).
- k) Any time hidden damage to a tie down slot is identified, all claim responsibility will be placed upon the previous haul-away provider.
- l) Chain length can be shortened by use of grab hook.
- m) Chains and hooks must clear all components by at least two inches.
- n) Bungee cords must be used to secure extra chain(s) from dropping down on vehicles below.
- o) Extreme caution must be used when using ratchet bars for tightening or releasing tie downs. Ratchet bar must never come in contact with the vehicle.

- p) Insert the tie down hook in the slots specified by the Vehicle Loading Sheets in section 6.4.
- q) All vehicles loaded on haul-away equipment must be tied down with four “R” hooks and the chains must be pulled down evenly.
- r) Over tightening securements to gain clearance is prohibited. Chains must not be tightened by driving or backing vehicles in the direction of chain pull.
- s) If the vehicle has front and rear wheels on separate tilting surfaces, only one end of the vehicle is to be secured while tilting.
- t) If the vehicle’s front and rear wheels are on the same surface, all four tie down securements are to be tightened before the surface is tilted.

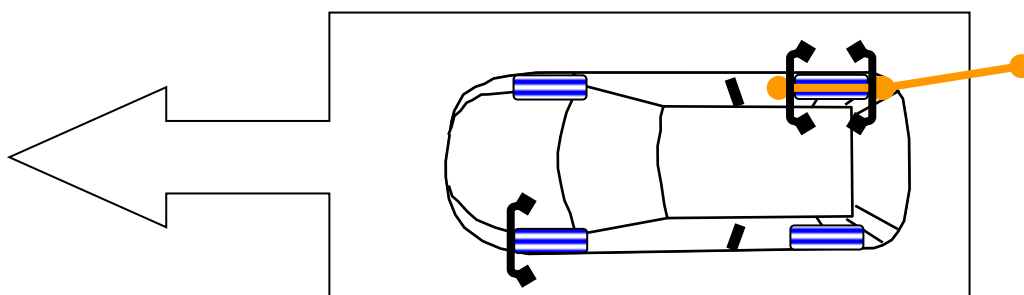
CHOCK & STRAP (Europe Only):

- u) Belt insertion procedure is the following:
 - Anchor the first hook to the loading platform to keep the belt as vertical as possible.
 - Pass the belt on the tire tread and anchor to platform.
 - Fasten and shrink the belt with further fastening to the loading platform.
 - The belt condition must ensure the safety of persons and vehicles transported.
 - The chock must be fastened as close as possible to the tire and fastened inside the relevant grids on the loading platform.
 - During long trips, it is recommended to check the positioning of chocks and belts.

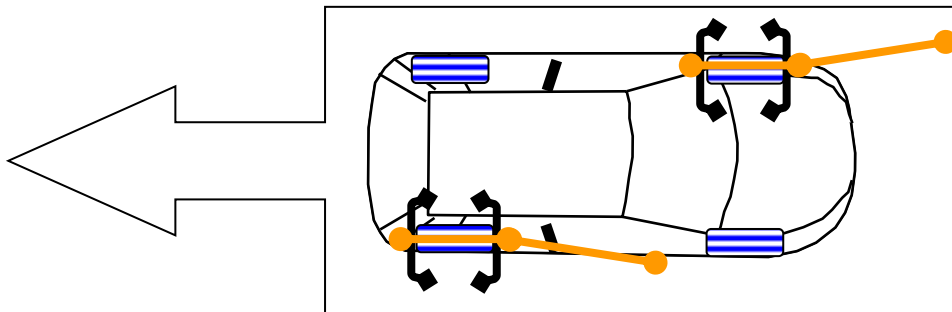
v) Specific anchoring modes

The specific anchoring rules to be met by the carrier are given below. If the regulations mentioned below are impossible to apply, the carrier must contact the compound manager or his/her representative.

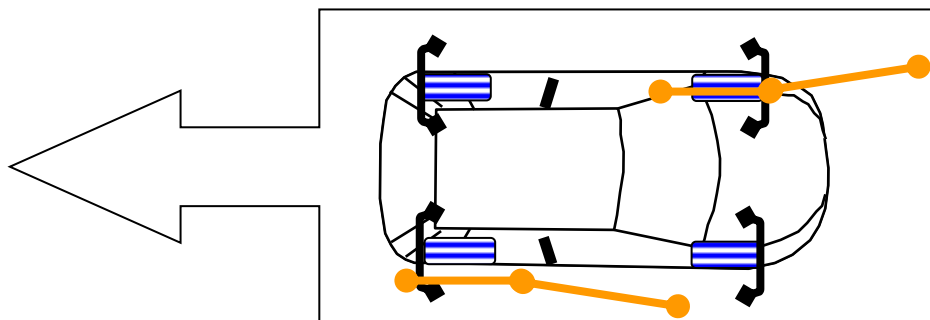
- Anchoring of motor vehicles loaded in truck haul-away travel direction
Anchoring of motor vehicles loaded in truck haul-away travel direction is the preferred positioning mode. The carrier must fasten:
 - The rear wheel by two chocks and a belt.
 - The front wheel, diagonally to the rear wheel fastened, by a chock in front of it.



- Anchoring of motor vehicles loaded opposite to truck haul-away travel direction
 - Anchoring of motor vehicles loaded opposite to truck haul-away travel direction is the second positioning mode for motor vehicles allowed on truck haul-away. This mode is necessary for reasons due to profile compliance.
 - The carrier must fasten the rear wheel by two chocks and a belt.
 - The front wheel, diagonally to the rear wheel fastened, by two chocks and a three-fastening-point belt.

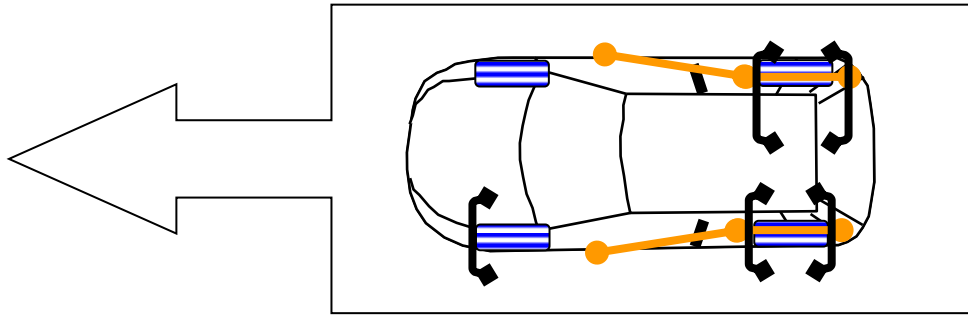


- If, due to motor vehicle safety or technical reasons, anchoring is impossible by using two chocks per wheel, it is necessary to use 4 chocks to fasten 4 wheels of motor vehicle.

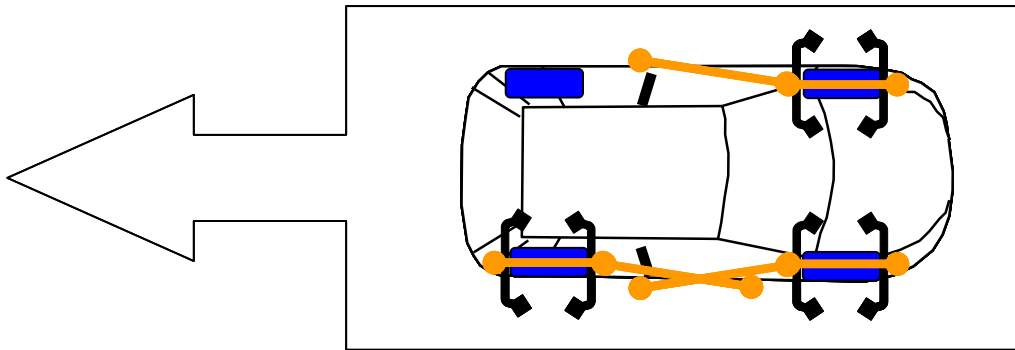


- Anchoring of motor vehicles tilted from the plane
 - If motor vehicles are loaded in a tilted position (on ramp), the carrier must use a higher number of chocks and belts to fasten the motor vehicles to the platform.
 - If the motor vehicle is loaded in truck haul-away travel direction, the following are necessary:
 - ✓ Two chocks per wheel and the relevant three-fastening-point belt on the rear axle.

- ✓ Moreover, a front wheel needs to be fastened by using a chock in front of it.



- If motor vehicle is loaded opposite to truck haul-away travel direction, the following are necessary:
 - ✓ Two chocks per wheel and the relevant belts on motor vehicle front axle.
 - ✓ Moreover, the motor vehicle rear axle wheel needs to be fastened by two chocks and a belt.

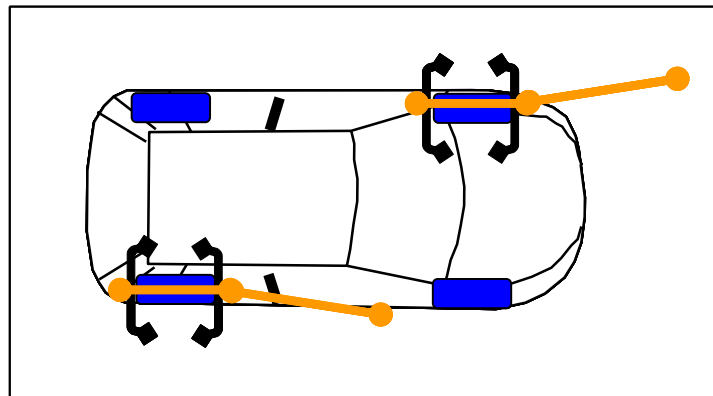


- Anchoring of motor vehicles to the top platform
 - If the motor vehicle cannot be anchored to the platform by chocks or belts inside the top platform protected area, the following solution needs to be adopted:
 - ✓ Lower the platform so that the carrier can work from ground.



- Anchoring of motor vehicles located on tractor top and in last position on trailer top platform:

- The carrier must fasten very carefully the motor vehicles loaded on tractor top and the last motor vehicle loaded on trailer top platform.
- The carrier must fasten:
 - ✓ The rear wheel by 2 chocks and a belt.
 - ✓ The front wheel, diagonally to the rear wheel fastened, by two chocks and a three-fastening-point belt.

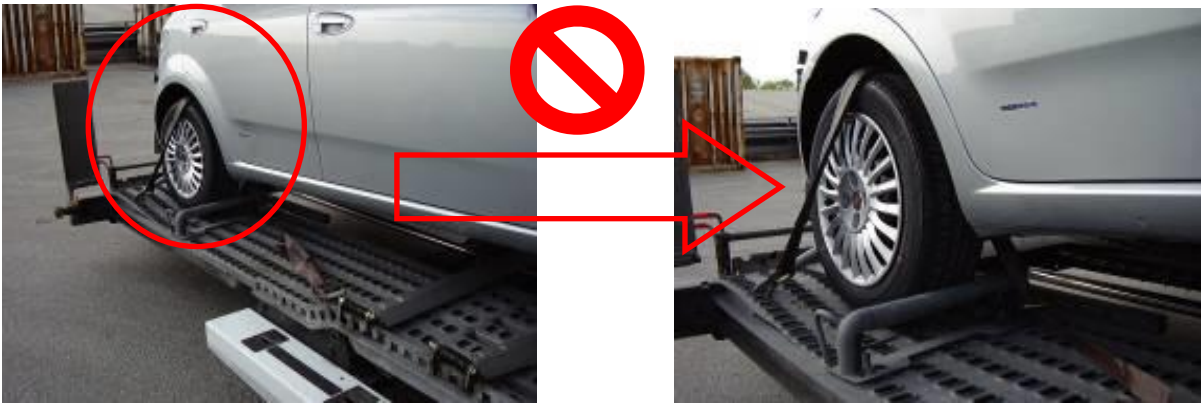


- If, due to motor vehicle safety reasons, anchoring is impossible by using two chocks per wheel, it is necessary to use 4 chocks to fasten 4 wheels of motor vehicle.



- Forbidden anchorages

- It is strictly forbidden to fasten wheels by inserting belts transversely to wheels.



- It is strictly forbidden to anchor on:
 - ✓ Towing hook.
 - ✓ Tank.
 - ✓ Body.
 - ✓ Mechanical organs such as suspensions and brakes.



- It is strictly forbidden to anchor motor vehicles on parts and following mode different from indications in this standard.

6.4. Final Load Inspection

- a) Remove key and place it in the cup holder or in accordance with the AIAG Key Placement Standard. For vehicles moving in countries other than North America, remove key and place it in the driver's side pocket of the following motor vehicle; this should be repeated for each vehicle except for the last one (on the bottom deck) whose key's should be removed and placed in the cab of the truck. For Latin America, every vehicle should be locked.
- b) In the case of special motor vehicles, the vehicle should be locked and the key should be kept in the possession of the driver.

- c) Secure all ramps, chains, and straps.
- d) Pin all decks.
- e) Verify height and clearances.
- f) Only when hauling in Europe, the load projection sign must be applied on a proper retractable rod, fastened to trailer bottom platform. It is forbidden to apply the sign on motor vehicle parts.
- g) Ensure paperwork is in order.

6.5. Drive-away

- a) Drive-away personnel are required to obey all traffic rules and regulations.
- b) Drive-away personnel are required to wear seat belts.
- c) Vehicles must travel in a convoy, with a lead and trail vehicle, between facilities. For Latin America, refer to legislative rules for each country.
- d) Vehicles are not to be driven on unpaved roads.
- e) Vehicles must have an insured license plate.
- f) Speeding, racing, or excessive idling are strictly prohibited
- g) IOD fuse must not be engaged.
- h) Drive-away personnel must have unrestricted driver's licenses.
- i) Any damage to a vehicle during the drive-away process is the responsibility of the service provider.
- j) If a vehicle becomes inoperable during the drive-away process, follow the in transit repair process outlined in section 2.2 on page eight.
- k) Service provider must perform inspection prior to moving the vehicle.
- l) Please note: while the IOD fuse is not engaged the vehicles' airbags are inoperable in some cases.
- m) Provider performs drive-away service at their own risk, with the knowledge of the above items.
- n) When performing drive-away, it is the provider's responsibility to ensure wheel film, and wrap guard does not come off the vehicle while being driven. The provider must remove any material which may come off the vehicle while in transit.
- o) The provider will be held liable for any and all damage to a vehicle that occurs while in their possession. This includes animals, accidents (regardless of fault), etc.

Section 7 - Rail Transportation

7.1. Loading and Unloading	50
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In addition to the below requirements all providers must adhere to AAR processes, guidelines, standards, and regulations. For Mexico only, all providers must also comply and follow NEEC regulations.

7.1. [US, Canada and Mexico] Loading & Unloading

- Loading Agent - Responsible for the vehicles once they are released by the shuttle or releasing provider. The responsibility of the loading agent will end when railcars are deemed properly loaded and paperwork accepted by the origin railroad.
- Unloading Agent - Responsible for the vehicles once railcars are spotted and prepped for unloading. The responsibility of the unloading agent will end when the vehicles have been bayed in the designated drop zone.
- Defective railcars must not be loaded under any circumstance.
- Rave end doors must not be loaded on shipments to Mexico or states bordering Mexico. Rave end door can be identified as cars with the AAR code V**3. Further Modification is determined by a visual inspection because no modification specifications are listed in UMLER.

By Agreement between MPEC and ALEC, the only multilevel railcars that are not acceptable for loading in Mexico are cars equipped with non-modified Rave Doors. ALL Trinity RAVES are approved for loading.



- Tools used during rail loading or unloading must have protective covering.
- Vehicle damage due to improper loading must be reported to the origin loaders and noted as an "08" inspection in OBT prior to securement release.

- g) Portable/fixed rail loading devices (i.e., buck loaders) must not have an approach angle greater than 4°.
- h) Loading is not permitted in cases where buck loader extends above the loading deck by more than 1". This is to ensure vehicle rocker panel / sill does not contact buck loader.
- i) Loaders must ensure that the hinged "B" deck is properly adjusted prior to loading.
- j) It is permissible for loading agents to place chocks on the deck prior to loading provided they are not in the vehicle's loading path.
- k) End doors must be secured when in the open position to prevent contact with the vehicles during loading.
- l) Vehicles must not be driven at speeds in excess of 5 mph or 8 km/h on ramps and railcars.
- m) One vehicle on a ramp at a time during loading/unloading.
- n) Vehicles must not be driven through more than six consecutive railcars during loading or unloading.
- o) Vehicles must not be loaded in any position on a multi-level car that would require the driver to enter or exit via any means other than the driver's door. **(Exception: When driver's side door is to close on tri-levels)**
- p) Vehicles must be positioned in their designated location and centered over the tie down rails, with the front wheels straight ahead.
- q) For Manual transmissions:
 1. Fully engage parking brake.
 2. Shift transmission into 1st gear.
 3. Turn vehicle off.
- r) For Automatic transmissions:
 1. Fully engage parking brake.
 2. Shift transmission to park
 3. Turn vehicle off.
- s) Spacing between vehicles must be at least 3". There must be a minimum of 5" between the end doors and the vehicles loaded in the end positions.
- t) Windshield wipers, electrical accessories, and lights must be turned off. Keep all windows, vents, and glove box door closed.
- u) VIN on the VSO must match the VIN plate and the certification label.
- v) Vehicle doors must remain unlocked during transit.
- w) Railcar end-doors will be closed, locked and sealed before loaded railcar is moved from the dock.
- x) A green seal, identifying the direction of the vehicles' headlights, must be used to secure the railcar door.
- y) Refer to the Vehicle Loading Sheets in Appendix I for specifics on loading/unloading.

7.2. [US, Canada and Mexico] Securement of Vehicles on Multi-Level Railcars

- a) All chocks must be inspected prior to securement.
- b) See Vehicle Loading Sheets for chock requirements by vehicle type.
- c) Tri Level Chocking
 - Chocks must be stored in storage pockets on the sides of the railcar.
 - Two tires on the same side of the vehicle must be chocked.

- Do not over-tighten straps.
 - Chocks and straps must not contact the vehicle.
 - Straps must only be used over the tires running parallel to the treads. It is permissible to use basket type straps, as long as no part of the strap comes in contact with any part of the vehicle other than the tire.
- d) Bi Level Chocking
- Chocks must be stored in preinstalled storage panels attached to the side screening.
 - Prior to or after removal from the storage pan, chock is adjusted to maximum height position for the vehicle being secured, in accordance with Vehicle Loading Sheets in Appendix I.
 - Chock is positioned and settled down into the grating, and locked into place by rotating the locking lever. Lateral restraint paddle is always placed against the inside wall of the tire.
 - Chocks must be placed 3/4" from tire to allow for removal of the chocks at destination without moving the vehicle.
 - There are two types of supplemental chocks (Holden Block Chock and ZefTek AVR) which must be used when available.
 - When using AVR supplemental chocks the Holden Grate Lock Chock must be set in the highest possible position, while still maintaining proper clearance to the vehicle.
 - Chock Body must maintain 2"+ clearance between chock body and closest point on vehicle body.
- e) In-Transit Adjustment Process for Failed Chocks
- All defective / unengaged chocks must be replaced.
 - If multiple failures have occurred, vehicles must also be inspected to ensure that a minimum of 3" of clearance remains between vehicles.
 - If spacing is inadequate; the vehicles must be moved to restore sufficient clearances.

7.3. [US, Canada and Mexico] Railroad (including Pre Tripping) Responsibilities

- a) When cars are spotted for loading or unloading, it is the responsibility of the railroad to ensure the end doors are open and bridge plates are in place.
- b) Bridge plates must be in good condition without cracks or sharp edges, properly installed in the ring barrels, be removed and stored in a manner that does not cause damage to the plates or endanger personnel.
- c) Railcars with a variance of more than 3" in deck height may not be placed in the same line for loading or unloading.
- d) The bridge plates must be positioned in the direction of the flow of traffic where the front tires will cross the ring barrels before rolling onto the bridge plate. However, when bridging railcars with dissimilar deck heights, bridge plates must be attached to the deck of the rail car with the greater height.
- e) The railroad is responsible for segregating railcars by type before spotting for loading or unloading.
- f) The railroad is responsible for setting the air brakes on all railcars.
- g) The railroad is responsible for spotting loaded railcars so vehicles can be driven forward on and off the decks.
- h) Backing vehicles onto railcar to load or unload is prohibited.

- i) The railroad must remove ice and snow from multi-level railcars prior to placement for loading.
- j) The railroad will secure the hinged ends of the “B” decks in the locked position prior to releasing the empty railcar from unloading ramp.
- k) The railroad will not switch improperly loaded rail cars from the loading track until corrections are made. After corrections are made, the railroad is then responsible for closing and locking end doors and providing, applying, and recording door bolt seals.
- l) FCA requires that rail impact speed be at no more than 4 mph.

7.4. [US, Canada and Mexico] Railcar assessment

- a) Repair of defective railcars is the responsibility of the servicing railroad.
- b) Loading /Unloading agents and/or rail personnel must identify defects to the servicing railroad.
- c) If major damage is discovered at destination, FCA requires the operating railroad to perform an inspection of the railcar. If found defective, arrangements must be made with the home road to arrange an overhaul of the railcar including installation of Constant Contact side bearings or other devices known to improve railcar stability and ride quality.
- d) To ensure the safety of all personnel involved in inspection, repair, car movement, loading, and unloading processes, FCA requires all railcars meet AAR standards.
- e) Inspect railcars at locations outside of loading dock prior to placement for loading / unloading. Pre-inspection may be performed on sidings, rip tracks, marshalling yards, or other locations.

7.5. [US, Canada and Mexico] FCA Chock Requirements

- a) Bi level railcars require enough chocks to secure 14 vehicles.
- b) Tri level railcars require enough chocks to secure 20 vehicles.

Section 8 - General Standard for Yards/Compounds - Procedure 71086

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8.1. Requirements

8.1.1. Design

- a) Surface must allow for adequate drainage, be compact and stable. For best conditions, the yard/compound should be asphalt or concrete. Surfaces other than asphalt/concrete (millings, tamped earth, grass) must be approved by FCA.

[Europe, Middle East, Africa and Latin America]

Compact gravel surface is allowed for the vehicle parking area, but the transit lanes must be asphalt or concrete.

- b) No trees or any type of vegetation is allowed in yards/compounds.

[Europe, Middle East, Africa and Latin America]

For trees existing within the yard a minimum 15 meters large open space must be ensured between such trees and the storage area.

- c) Yard/Compound Management must ensure the yard/compound complies with local law regulations.
- d) The yard/compound and the immediate surroundings must be protected from flooding, falling objects and chemical fallouts of any kind.
A minimum 15 meters or 16 yards clear space is required.
- e) A minimum of 15 meters or 16 yards is required between vehicles and crops/farmland.
- f) No industrial plants and/or deposits generating potentially dangerous emissions and working residues can be located less than 1.8 miles (3 kilometers) from the yard (ex. oil refineries, coal/fuel oil thermal power plants, plants emitting steel/cast iron/concrete/ceramic/etc. powders, chemical plants in general, waste landfills).
- g) Special protection is required to keep debris away from vehicles when yards/compounds are temporarily under construction/maintenance.
- h) Transit lanes and ramps must be built with no excessive unevenness, to prevent damage to the underbody of vehicles.
- i) Yards/compounds should be divided into separate areas dedicated to:
 - Car parking/storage.
 - Loading/unloading.
 - Sick bay area.
- j) Each bay location should be clearly identified with white or yellow numbers/letters; also,

[Europe, Middle East and Africa, Asia Pacific and Latin America]

 - Herringbone pattern is desirable and no more than 6 units are allowed for vehicles in storage rows.
 - Bays must be a minimum of 2.5 meters wide.

[US, Canada and Mexico]

 - Bay patterns should be either 90°, angled or herringbone patterns. Bay marking lines should be 4 inches wide.
 - Bays should be a minimum of 10 feet 6 inches wide (inside of line to inside of line) by 18 feet in length.
 - Aisles should be 24 feet wide for 90° parking layouts and 20 feet wide for herringbone patterns.
 - Load lines should be 10 feet 6 inches wide (inside of line to inside of line).
- k) Loading/unloading areas should be traced and properly numbered.
- l) Haul-away loading areas should be at least 30.5 meters/100 ft. long, including a 7.6 meter /25ft. access aisle behind the actual truck parking bay to accommodate loading/unloading.

[US, Canada and Mexico]

Haul-away truck loading areas must be a minimum of 12 feet wide.

- m) If the yard/compound area is used for shipping and arriving of vehicles by rail transportation, it must be equipped with fixed and/or movable ramps with slope not exceeding 14% (8°). The movable ramps used for access to rail car must be equipped with an operating adjustment system as well as belts and chains to fasten the ramp to the rail set.

Rail and haul-away loading/unloading equipment must be well maintained, without rough or jagged edges.

8.1.2. Equipment

Yards/compounds must have within the facility:

- a) A roofed building, suitable for housing administrative/operating office. Facilities must have accessible restrooms to use by all providers.
- b) For protection and safety of vehicles

[Europe, Middle East, Africa and Latin America]

Anti-hail nets are preferably installed in the area where vehicles are stored and hail storms are often recorded.

- c) **[Europe, Middle East, Africa, Latin America and Asia]**

A refueling/fuel area (inside the compound), in compliance with the local standards, law and product protection. The area will guard some tanks approved for immediate identification of the different fuels available (ex. different colors for diesel and petrol).

- d) **[Europe, Middle East, Africa, Latin America and Asia]**

A proper area for battery charging, including:

- An aerated and equipped portion with suitable fire-fighting systems, in compliance with the safety standards (for batteries disabled by clamps with quick detachment, on which recharging is operated on batteries extracted from the engine compartment of the vehicle).
- A suitable portion protected from rain and/or other weathering (for batteries disabled by clamps without quick detachment, on which recharging is operated directly on battery inside the engine compartment of the vehicle).
- A minimum distance (49 feet or 15 meters) must be guaranteed between the battery charging area and the vehicle storage location.

- e) **[Europe, Middle East, Africa]**

An area with a car washing facility, intended for the removal wrap-guard/wax, (in compliance with local law) inside the compound.

This area must be also equipped with high-pressure lances or washing plant with deactivated brushes, except for foamed-type hair brushes (hybrid composition in polyethylene and cloth, for ex. Carlite model).

- f) **[Europe, Middle East, Africa, Latin America and Asia]**

Washing and removal wrap-guard/wax operations must be performed in an enclosed facility, to ensure the vehicle is properly protected from the weather.

Compounds authorized for protective film installation must comply with the same requirements for the area where the film is installed.

g) **[Europe, Middle East, Africa, Latin America and Asia]**

The compound must be equipped with a lifted platform for washing and/or removal wrap-guard/wax on roof panel/roof of vehicles higher than 4.9 feet or 1.5 meters; this platform must be equipped with a minimum 1.31 feet or 40 centimeters rise from the base plane and a handrail, in compliance with the standard in force.

h) **[Europe, Middle East, Africa, Latin America and Asia]**

Maintenance equipment must be readily available in the compound.

It is the compound manager's responsibility to ensure the functionality of this equipment as well as following up on its maintenance to prevent any interruptions in the daily operation.

Delays or disruptions are not allowed in maintenance activities due to faults or failures on the following equipment required:

- Vacuum cleaner (minimum power = 1800 W).
- At least one pressure washer with a maximum working pressure of 110 bar and with the possibility to regulate the water temperature through a thermostat. This working pressure is also necessary for the compound equipped of a car washing, due to this one represents an immediate alternative in case of malfunction or non-functioning of the car washing (as well as usable in the event of partial dirt on the bodywork, removable without moving the vehicle).

i) **[Europe, Middle East, Africa, Latin America]**

Battery charger and battery efficiency tester; FCA recommend the following tools, all purchased by FCA Spare Parts Department through the "part number" suggested:

- Battery charger MIDTRONICS GR-1 240 FCA, the description of using of which is in "Annex IX – MIDTRONICS BATTERY CHARGER" (part number 2000035900).
- Tester MIDTRONICS EXP 813 FCA (part number 2000037000).
- Integrated tool (battery charger + tester) MIDTRONICS GRX 3228 FCA (part number 2000035900).
- Battery charger CTEK MXS 25000 FCA (part number 2000036900).
- Battery charger FCA UNIVERSAL BATTERY CHARGER (part number 2000039600).
- Booster, emergency quick starter with 12-Volt outlet voltage.
- Digital dynamometric (torque) wrench, accompanied by documentation certifying the annual update of the calibration in a certified center; such documentation must always be readily available for check during the audit.
- Digital manometer, accompanied by documentation certifying the annual update of the calibration in a certified center; such documentation must always be readily available for check during the audit.

[US, Canada and Mexico]

- In US & Canada, contact ITR group for any battery issues. Within Mexico, battery charger MIDTRONIC GR-1.

j) Fire extinguishers according to local regulations.

8.1.3. Safety/Security

The yard/compound must be a secured area to prevent theft of vehicles, accessories or acts of vandalism. Loss of FCA property as a result of yard/compound security negligence will result in claim assignment in the amount of total goods lost. The following items are recommended:

a) Fencing

[Europe, Middle East, Africa and Latin America]

- Robust perimeter fence, with seamless brick base (only concrete blocks is not enough); it can be waived in specific areas where the perimeter is secured by the presence of natural/artificial barriers, that inhibit structurally/objectively any escape attempt with the vehicle (rivers or canals).
- Fence must be with minimum 60 centimeters concrete base and at least 2 meters total height.

[US, Canada and Mexico]

- Fence should be 8 feet or 3 meters tall with three strands of barbed or razor wire at the top. Highway style crash barriers should line the interior perimeter of the fence or the fence should be interwoven with aircraft cable positioned at approximately 3 feet or 1 meter in height.
- For Mexico only, yards must also comply with CTPAT and NEEC regulations.

b) Security guard (24 hours/7 days a week)

c) Lighting is required to ensure proper night illumination in the yard/compound.

d) Video-surveillance system 24/7 in the entire area of the compound.

e) Yard/compound entrance access is managed and is the responsibility of the yard/compound manager/security.

f) The vehicles assigned for compound traffic should be equipped with a flashing orange/yellow light on the roof.

g) It is recommended to remove any obstacles from traffic lanes.

h) The compound managers:

[Europe, Middle East and Africa]

Must ensure an availability of a sufficient number of portable flashing lights to apply onto possible other authorized vehicles in use (external companies, compound controllers, etc.); only such equipped vehicles will be authorized to handle inside the compound.

8.2. Storage

8.2.1. General/Parking

- a) Vehicle should be positioned to:
 - Prevent transit lanes being blocked.
 - Allow access to fire suppression systems.
 - Prevent any contact and damage of vehicles.
 - Allow easy handling/inspections of vehicles.
 - Allow circulation of emergency vehicles.
- b) For Releasing Agents only: Bay location is to be transmitted to the rail loader/haul-away provider.
- c) Distance between bumpers and body-sides must be at least:
 - 20 centimeters or 10 inches between bumpers.
 - 60 centimeters or 36 inches between body-sides.
- d) Vehicles must be aligned, with driver side wheel in contact with the left line traced on the bay or load line.
- e) **[US, Canada and Mexico]**
For dual wheel trucks, left front tire on line and dual rear tires straddling line.
- f) **[Europe, Middle East and Africa]**
The position of each vehicle in the yard must be known at all times and uniquely identified by the compound provider.
- g) **[Europe, Middle East and Africa]**
Avoid storing new vehicles close to used ones and/or vehicles own by other competitors without protections. If needful, equip the doors (driver side) of used vehicle and/or vehicles of other competitors with the protection provided described in Section 8.4.
- h) Windows, hoods, doors, deck lids, sliding/sun roof, convertible top, glove boxes, lift gates, fuel door and trunk compartment must be kept closed. Use of any of the items listed or vehicle lights for the purpose of signaling/flagging is strictly prohibited.
- i) **[Europe, Middle East and Africa]**
For all models with descending window without a box of silkworm door, in the case of the driver side door opened and detached battery, during the closing door it is necessary to "accompany with hand" the closure of the glass window, so to ensure full adhesion between glass window and windshield pillar).
- j) **[Europe, Middle East and Africa]**
For models with deactivation of the battery not inside of the engine compartment, the hood should remain completely closed to the "second click". For those with battery deactivation inside the engine compartment, hood must be closed to the "first click", meaning just latched

but not entirely closed. Before moving the vehicle close the hood to the “second click”, meaning completely closed.

k) Automatic sliding side doors must be closed to the “second click” - completely closed.

l) Wipers:

[Europe, Middle East, Africa and Latin America]

- Must be raised (except for all those models where it is structurally prevented for constraints in the design of the vehicle).

[US, Canada and Mexico]

- Only to be raised on snow or icy conditions. Never to mark vehicle is in an intermediate step of yard processing as this practice has caused further damage on windshields.

m) The parking brake on vehicles must be released and the gear lever:

- In P position for automatic transmissions.
- In 1st gear for manual transmissions.
- In 1st gear or in R in the case of Robotic transmission, Dual Logic, DFN or Selesped.
- In P position on TCT transmission (Dual Clutch).

n) Exterior mirrors must be closed if possible.

o) **[Europe, Middle East, Africa, Latin America and Asia]**

Vehicles with soft top and chassis must be kept in covered areas or be covered by protections suitable to prevent soiling due to weather conditions. In case of covered storage areas, premises are to be sufficiently vented.

p) Vehicles with broken or non-working windows, moving parts showing closing abnormalities that are waiting to be repaired under the potential risk of water leakage, must be protected or stored in a covered area. Damaged parts must be suitably protected, except for vehicles to be “sold as is/at best” and/or “to be scraped”.

[Europe, Middle East, Africa, Latin America and Asia]

Replacement/repair must be made before moving the vehicle to shipping line.

q) Protections should be managed as follows:

[Europe, Middle East, Africa and Latin America]

- Applied/restored as in Section 8.4 (in case of lack or damage, front/rear bumpers and driver side door external part are restored by protection buffers, the floor mat by cardboard protections, the driver side seat by lining).
- The compound manager must always be provided with a supply of:
 - Buffer door protections at least 2% of vehicles in stock.
 - Seat protections at least 2% of vehicles in stock.
 - Floor mat protections at least 2% of vehicles in stock.

- Bumper protections at least 4% of vehicles in stock.

The protections to use are described in Section 8.4, in terms of part number and supplier. If the compound wants to use some alternatives of protection, it shall first make request for approval to Manager of the procedure.

r) **[US, Canada and Mexico]**

Personnel handling vehicles must ensure door, floor, steering wheel and seat protection are in place to prevent soiling.

s) **[Europe, Middle East, Africa and Latin America]**

Batteries must be immediately deactivated, as indicated in Section 8.4.

8.2.2. Maintenance of Compound / Yard

- a) The yard/compound should be regularly maintained and cleaned. Yard must be swept on a monthly basis (Mexico yards, every week).
- b) Parts subject to rust and equipment close to stored vehicles (ramps, skids, anti-hail netting structures, etc.) must be properly maintained.
- c) Acoustic deterrent devices should be used where there is a large presence of birds.
- d) Speed limit signs should be posted throughout the facility or stenciled (at least 4 feet wide) on pavement. Do not add poles if they are not currently in place, use stenciled pavement markings instead.
- e) Obstructions within the facility should be highlighted with fluorescent paint and/or ground markers (construction cones, etc.) to ensure high visibility. This includes blind intersections.
- f) Temporary posts with signage is prohibited unless referencing safety protocol.
- g) It is the responsibility of the compound/yard manager to ensure that any areas with overhead obstructions are segregated from all haul-away traffic by fencing, cones, etc. as to prevent vehicle damage.
- h) Fire extinguishers must be located at readily accessible sites throughout the yard/compound. Fire extinguishers must be inspected to ensure operation and are up to code (see local regulations).
- i) In case of snow and icy conditions:

[Europe, Middle East, Africa, Latin America and Asia]

- The yard/compound manager must notify FCA in case of snow accumulation reaches 2 centimeters /1 inch over the ground and/or on over the vehicles.
- The compound manager/provider must remove the snow from the facility using appropriate tools and/or equipment (snow-swept, salt spreaders, etc.) to allow the regular handling of vehicles,
- After the snow removal, the provider shall spread salt (or products of equal efficacy) to prevent any accumulation of ice.

- The provider should remove the accumulation of snow at the front of each loading or storage line to allow the pick-up of the vehicles, exclusively by manual activity and without the use of any equipment.
- To allow for the safe handling of the vehicles, the compound manager should remove the snow deposited on the glass before entering the vehicle using:
 - [Europe, Middle East and Africa]**
 - Hands only. The use of any equipment is prohibited.
 - [US, Canada and Mexico, Asia, Latin America]**
 - Snow removal tool must be covered with a padded material.
 - Do not use brooms or similar tools to remove snow or other material from vehicles.
- It is strictly forbidden to remove snow/ice off the windshield and/or rear window by:
 - Using the windshield wipers and/or rear window wiper.
 - Lowering the side windows of the vehicle.
- To prevent ice forming in all areas of yard, during the winter season, the provider should spread salt (or equally effective products) at least two days a week (consistent with the updating of weather forecasts for the area of yard/compound).

8.3. Vehicle Maintenance Operation in Compounds

8.3.1. General

The following rules must be followed by the compound manager during vehicle maintenance:

[Europe, Middle East, Africa, Latin America, Asia and Mexico]

- a) Vehicles soiled by bird droppings, oils, corrosive substances, salt, “flug-rost” (rail rust debris), industrial fall-out or any environmental contamination must be washed before storage.
 - Such washing must be performed on vehicles with dirt, vehicles on which the wrap-guard/wax has been removed, and vehicles (with wrap-guard/wax) with dirt on the unprotected areas. Before washing, ensure that windows, sliding/sun roof and/or soft roof are closed; luggage compartment hood, engine compartment hood and doors are closed to the second click and completely shut.
 - If the vehicle body is only partially dirty and stains are small enough to avoid moving the vehicle to the car wash, clean/wash the vehicle where it is stationed, being extremely careful to prevent damage to this or any other vehicles.

[Europe, Middle East, Africa and Latin America]

- b) The compound’s manager must immediately coordinate washing dirt off the vehicles after receiving authorization from the relevant FCA compound manager or FCA market logistic manager (if the FCA compound manager function does not exist). The request must be supported by the list of dirt chassis and relevant pictures.

[US, Canada and Mexico]

c) All vehicles must be rinsed/ washed upon arrival per contracted terms with port processor.

d) Regarding maintenance operations:

[Europe, Middle East, Africa and Latin America]

- The compound's manager must send to FCA designated contact every 2 months (last week of the month) the report detailed in Section 8.4.2.
- Routine maintenance operations are specified below and divided by:
- Vehicles not subject to ship-type transfer in their logistic flow:
- Comply to perform Operations described on items 8, 17 and 19 of the Vehicle Storage & Maintenance Plan. (Following page).
- Vehicles subject to ship-type transfer in their logistic flow.
- The identification of the flows for the various models is proposed in FCA Process 71086.
- Comply to perform Operations described on items 8, 17 and 19 of the Vehicle Storage & Maintenance Plan, in addition to performing battery check/charge during the first month of vehicle arrival at the compound. It is specified that operations mentioned in the following tables are valid from the date when vehicles enter the compound (pick up date).
- Please note that, differing from all maintenance operations, "removal wrap-guard/wax" operations must be performed within 6 months from the "date of first assignment" of the vehicle (date present in Tra.Ma. system) and not from the date when vehicles enter the compound (pick up).
- For vehicles made in US, Canada and Mexico, as date of first assignment use the date of first handling in Tra.Ma. System (in this case the "date of entry to the first port"), if it is not present the date of first assignment" of the vehicle.
- The inspection checks in Audit phase are performed on vehicles with maintenance activities expired by at least 7 calendar days.
- Each operation, just made on the vehicle, should be recorded and updated as requested in Section 8.4.4.

e) [Mexico and First Point of Rest in EMEA, APAC and LATAM]



CHRYSLER GROUP LLC

Vehicle Storage & Maintenance Plan

**Short Term (< 3 Months);
Mid Term (3-6 Months);
Long Term (>6 Months)**

OPERATION		At Arrival/ Prior to 1 Month	3 Months	6 Months	9 Months	12 Months	15 Months	18 Months	Upon Removal From Storage
1	Disconnect the Ignition-Off Draw (IOD) or place vehicle in "shipping mode".	X							
2	Ensure seat protection and floor cover is on - driver's / passenger's seat cushion backs.	X							
3	Ensure all possible opening on the vehicle are closed (windows, sunroof, doors, trunk, hood, sliding windows, sliding roof tops).	X	X	X	X	X	X	X	
4	Fold in side mirrors.	X							
5	Do not apply parking brake during storage.	X							
6	Keep all the HVAC recirculation mode and doors in the closed position (start vehicle and keeping running for 5 minutes).		X	X	X	X	X	X	
7	Inspect for dirt, fallout and other contamination; wash/rinse vehicles where contamination is noted.	X	X	X	X	X	X	X	X
8	Inspect battery state of charge, charge/replace battery as necessary (Powernet vehicles should use the Controller Technology tool).		X	X	X	X	X	X	X
9	Verify paint is protected by using a vinyl transit cover or protective shipping film on the horizontal surfaces; replace if loose, damaged, or expiration date of material has been reached.	X							
10	Start vehicles and allow to idle to operating temperature, no less than 10 minutes and no longer than 20 minutes (depending on ambient temperature). Cycle air conditioning system to ensure proper lubrication and sealing, this can be done when starting the vehicle.		X	X	X	X	X	X	
11	Inspect all windows for any damage/cracks, if found - store in covered area until repairs can be made to the glass.	X	X	X	X	X	X	X	
12	Verify intake path/exhaust is clear of any animals/animal nests.								X
13	Verify no water seepage into the passenger and luggage compartments.		X	X	X	X	X	X	X
14	Verify no liquid seepage from the cooling system, braking system, fuel system and lubrication system (vehicles in storage > 6 months).				X				X
15	Establish/conduct inspections with accountability for the port, storage facility and transit; report and communicate any damages observed.	X							X
16	Remove the windshield wiper blade arms (front and rear) and store them inside the vehicle, replace when removed from storage. Assure vehicles equipped with automatic rain sensor is disabled to prevent possible windshield damage.	X		X					
17	Inspect/adjust tire pressure to max sidewall (44 +/-3PSI), compensate if necessary - ensure wheel films are installed after inspection.		X	X	X	X	X	X	X
18	Place sun shield in the windshield (certain locations only-Salttillo).	X	X						
19	Inspect the removal date label for the protective shipping film, remove and replace protective film/wax as stated on the label (< every 180 days).			X		X		X	
20	Move the vehicle so the tires rotate 45 deg to prevent "flat spotting", marking the original location (can be completed during monthly vehicle start and/or brake apply drive).		X	X	X	X	X	X	X
21	Drive vehicle for 2 - 3.5 miles (3 - 5.5 km), lightly apply brakes to remove surface rust from brake rotors and drums.		X	X	X	X	X	X	
22	Add fuel if less than 1/8 of a tank.	X				X			X
23	Complete vehicle detailing/reconditioning by cleaning and polishing exterior of vehicle; vacuuming & cleaning interior of vehicle to remove dirt/grime accumulated during transit and storage.					X			

8.3.2. Check/Restoration of Battery Charging

[Europe, Middle East, Africa and Latin America]

Classification of vehicles and how to differentiate the management of battery maintenance in the various cases:

1. VEHICLE IN STORAGE.
2. VEHICLE TO BE SHIPPED AND COMING FROM STOCK (POST NON SHIP-TYPE LOGISTIC FLOW).
3. VEHICLE TO BE SHIPPED AND COMING FROM STOCK (POST SHIP-TYPE LOGISTIC FLOW).
4. VEHICLE TO BE SHIPPED TO IMPORTING MARKET.
5. VEHICLE TO BE SHIPPED AND NOT COMING FROM STOCK.

For further info regarding the different methods on how to disconnect and maintain batteries, refer to FCA Process 71086.

a) VEHICLE IN STORAGE

In order to check the battery charging status, it is necessary to:

- Ensure that no utilizer is activated (ex. internal lights on).
- Measure the voltage at battery terminals with pole disconnected and battery at rest (neither charged by alternator, nor discharged by starts/utilizer) from at least two hours.
- Define the charging status as follows:
- If the voltage is lower than 12.10V, the battery must be replaced. The replacement should be performed on vehicle shipping and onboard the vehicle must be put as an indicator (e.g. notice paper/poster) that clearly declares this activity. The indicator should be removed only after the intervention of battery replacement. The operation of replacing battery is always operated by a FCA workshop authorized by the Technical Services Department of Market, then the provider manager of compound is only required to make immediate request for assistance.
- If the voltage is between 12.10V and 12.49V, the battery must be recharged.
- If the voltage is higher than or equal to 12.50V, battery is considered as charged.

Batteries subject to check and possible recharge at the 12th month are no longer subject to any maintenance activity, unless on shipping mode.

To prevent serious damages or explosions of batteries the following precautions must be adopted:

- Do not expose to free flames, lighted cigarettes, unprotected lamps, etc., since batteries in charge generate an explosive mixture of gas, hydrogen and oxygen.

- Keep the charging area vented; deactivate the rectifier before disconnecting clamps.
- If the battery needs to be recharged while on the vehicle, the location should comply with the requirements listed in Section 8.1.2., the vehicle should have the lights off, all accessories and ground cable disconnected.
- Do not perform quick charges, in series or in parallel.

b) VEHICLE TO BE SHIPPED AND COMING FROM STORAGE (POST NON SHIP-TYPE LOGISTIC FLOW)

The battery charge status of vehicle not subject to ship-type transfer in their logistic flow and ready for shipping after a stock period exceeding 30 days

- Before moving the vehicle from storage location, the battery must be checked and:
 - Replaced, if voltage is lower than 12.10V (the operation of replacing battery is always operated by a FCA workshop authorized by the Technical Services Department of Market, then the provider manager of compound is only required to make immediate request for assistance).
 - Recharged, if voltage is between 12.10V and 12.49V.
 - Reconnected to the clamps.
 - Keys are to be located in the ashtray or in the driver side pocket, with the metal sealed inside the handle.
 - If the vehicle remains stationary on the shipping line for a time greater than 10 days (from date of preparation of the vehicles to load), battery must be immediately deactivated.

c) VEHICLE TO BE SHIPPED AND COMING FROM STORAGE (POST SHIP-TYPE LOGISTIC FLOW)

The battery charge status of vehicle not subject to ship-type transfer in their logistic flow and ready for shipping after a stock period exceeding 15 days.

- Before moving the vehicle from storage location, the battery must be checked and:
 - Replaced, if voltage is lower than 12.10V (the operation of replacing battery is always operated by a FCA workshop authorized by the Technical Services Department of Market, then the provider manager of compound is only required to make immediate request for assistance).
 - Recharged, if voltage is between 12.10V and 12.49V.
 - Reconnected to the clamps;
 - Keys are to be located in the ashtray or in the driver side pocket, with the metal sealed inside the handle.
 - If the vehicle remains stationary on the shipping line for a time greater than 10 days (from date of preparation of the vehicles to load), battery must be immediately deactivated.

d) VEHICLE TO BE SHIPPED TO IMPORTING MARKET

Before moving the vehicle from stock location) the battery must be checked and:

- Replaced, if voltage is lower than 12.10V (the operation of replacing battery is always operated by a FCA workshop authorized by the Technical Services Department of Market, then the provider manager of compound is only required to make immediate request for assistance).
- Recharged, if voltage is between 12.10V and 12.49V.
- Reconnected to the clamps.
- Battery deactivated just the vehicle is positioned on shipping line.
- Keys are to be located in the ashtray or in the driver side pocket, with the metal sealed inside the handle.

e) **VEHICLE TO BE SHIPPED AND NOT COMING FROM STOCK**

- On shipping, on all vehicles not coming from stock and not to be shipped to importing markets, keys have to be located in the ashtray or in the driver side pocket (with the metal sealed inside the handle).
- Also, if the vehicle remains stationary on the shipping line for a time greater than 10 days (from date of preparation of the vehicles to load), battery must be immediately deactivated.

8.3.3. Restoration Tire Pressure

[US, Canada]

- a) Tire pressure restoration for vehicles in long term storage is determined on a situational basis. FCA Damage Prevention will need to be contacted for further instruction.

[Europe, Middle East, Africa and Latin America]

- b) If tire is drilled, immediately replace it.
- c) Tires subject to check and possible restoration at the 18th month are no longer subject to other maintenance activity (check/restoration of pressure status) unless in vehicle shipping phase; for these vehicles, tires are to be visually inspected and inflated, if necessary.

8.3.4. Removal wrap-guard or wax

- a) Wrap-guard removal operation must be performed in an enclosed facility or under an enclosed structure, to ensure an ideal temperature on the vehicle surface between 15°C and 30°C; if necessary, use with water to take the vehicle surface temperature to the desired range:

- Lift film external margins and remove.
- Ensure that all possible openings on vehicle are closed.
- Windows, sliding windows, sliding roof and/or top.

- Luggage compartment hood, engine compartment hood, doors closed to the second click.
- b) Wash vehicle to remove deposits on the body due film removal by pressure lances or pressure washing system with brushes deactivated or compliant/certified; use the water lance in compliance with the following conditions:
- Water temperature < 30°C.
 - Operating pressure < 110 bar.
 - Minimum distance from body surface = 40 cm.
 - Jet direction perpendicular to the relevant surfaces.
- c) Inspect the surfaces protected and remove any residue of adhesive with a soft cloth (any sign found in correspondence with margins or where the film was not properly smoothed, such as folds or bubbles, tend to disappear 24/48 hours after removal).
- d) Wax removal operation must be performed in a closed premise or under a proper structure, to provide for a proper shadowing to the vehicle (vehicle surface temperatures between 15°C and 25°C).
- e) During solution preparation and application, the operator must be equipped with PVC gloves and goggles, and must not add other products to the de-waxing solution (shampoo, polishers, etc.).
- f) The following operations are to be performed for de-waxing:
- Ensure that all possible openings on vehicle are closed:
 - Windows, sliding windows, sliding roof and/or top.
 - Luggage compartment hood, engine compartment hood, doors closed to the second click.
- g) Spray evenly on the vehicle external surface by appliances which do not excessively atomize the solution. Let the product act for about 5 minutes, to prevent surface drying (spray again the areas where solution has evaporated in the meantime).
- h) Remove the inactive protective layer by abundantly rinsing with water under pressure; use the water lance in compliance with the following conditions:
- Water temperature < 30°C.
 - Operating pressure < 110 bar.
 - Minimum distance from body surface = 40 cm.
 - Jet direction perpendicular to the relevant surfaces.

8.4. Special Instructions for Compounds in Europe, Middle East, Africa and Latin America

8.4.1 Protections to Manage in Compound

VEHICLE CLASS	MEANS OF TRANSPORT	KIT CODE	BONNET	ROOF	DRIVER'S SIDE FRONT DOOR HANDLE SEAT	MIRRORS	RIMS	FULL BODY COVER	DRIVER'S SIDE DOOR
BASIC	Car transporter	8WR							
	Train	8WS	√	√					
	Ship	8WT	√	√			√		
	All (Events/Special paint)	8WU					√	√	
PREMIUM	Car transporter/Train	8WV	√	√		√			
	Ship	8WW	√	√	√	√	√		
	All (Events/Special paint)	8WX			√		√	√	
TOP PREMIUM	Car transporter/Train/Ship	8WY			√		√	√	
	All (Special versions/Events/Special paint)	8WZ			√		√	√	√

Reference FCA Italy SPA 8.31008

8.4.2 Reporting Management for Vehicles in Compound

- a) The provider compound manager must send to the manager of the procedure (SCM_Quality@fiat.com) every two months (last week of the month) a report (excel format file) included the list of all the vehicles in stock, with updated dates of all activities performed on each vehicle.
- b) The timely sending of this documentation will certify the activities performed on each vehicle by the provider compound manager, if this documentation is not sent regularly, during an audit will not be possible to ascertain the times and the maintenance operations performed on vehicles, producing an anomaly to report as demerit in Check List 71086 of the audit.
- c) The list periodically sent to the manager of the procedure and the one released at the beginning of audit should report the same information declared for the activities carried out on vehicles in stock, unless for the activities performed in the time between the last sending of the file and the date of audit.
- d) Both any discrepancies, found between these lists and any discrepancies between what declared by the supplier and what physically verified during an audit, will be penalized.
- e) For each vehicle, the report must include the following information:
- Model code.
 - Chassis code.
 - Vehicle location on compound (alphanumeric position code).
 - First assignment date *.
 - Pick up date in compound *.
 - Vehicle status (stock, dealers, EUMI, unit non sellable as new, etc.).
 - De-waxing/De-filming data *.
 - Any washing date *.
 - Battery maintenance date *.
 - Battery maintenance activity (replacement, recharge, ok);
 - Tire pressure maintenance date *.
 - Tire pressure maintenance activity (restoration, ok).
- * Reported date must be the day in which is performed the activity, then are not accepted values of date values as week or month.
- f) The provider compound manager must make immediately available the same reports updated regularly at the beginning of audit.

8.4.3. Management Audit for compound

a) The compound can be audited to verify the compliance with the procedure. The compliance is calculated using an assessment tool "Check List 71086", divided into 3 different macro-areas:

- Structure of compound.
- Processes of compound.
- Maintenance vehicles in stock in compound.

b) Depending on discretion of the auditor, the audit could be started with immediate inspection of the actual anomalies found in the audit immediately proceeding on the same compound. If it's found any non-compliance and not respecting of the action plan of previous audits and the continuance of the same problem, without an objective and documented evidence of causes that have prevented the remedy, a penalty will be expressed in the "Check List 71086" in terms of process.

c) The audit, to be valid, requires the inspection of a minimum of 5% of vehicles present in the compound; if this amount exceeds 200 vehicles, it will consider the limit of 200 vehicles validating the amount for the audit. The choice of vehicles is totally discretion of the auditor; all vehicles in the compound can be audited.

d) The compliance of the compound is evaluated according to 3 levels of audit results:

- Rate A if the result of the evaluation by Check List is $\geq 90.0\%$.
- Rate B if the result of the evaluation by Check List is $\geq 80.0\%$ and $< 90.0\%$.
- Rate C if the result of the evaluation by Check List is $< 80\%$.

e) If the compound is in condition of overflow (10% more vehicles than the maximum contractually defined) at the communication of the audit, the provider compound manager is required to immediately report to SCM Quality. If the supervisor/manager of this procedure provides exceptions or adjustments to the requirements, it is necessary that the compound manager keeps the documentation and makes it available during an audit, if necessary.

Section 9 - Contacts and Access to Systems

9.1. FCA Contacts and Access to Systems

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9.2. Gaining access to OBT, VTC, , VINTracking

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9.1 Contacts

Damage Prevention & Claims Group Contact List				
NAME	TITLE	eMAIL	DESK	CELL
In-Transit Repair	FCA OBT	OBTSupport@fcagroup.com	(586) 276-1700	
Marco Anaya	Manager –NAFTA	marco.anaya@fcagroup.com	+52 555 081 7917	+52 551 090 7050
Jon Urban	Damage Prevention Supervisor	jonathan.urban@fcagroup.com	(248) 576-8591	(248) 202-3277
Gabby Yurik	In-Transit Repair Manager	gabrielle.yurik@fcagroup.com	(248) 576-6190	(248) 949-5825
Brian Mosley	Damage Prevention Specialist	brian.mosley@external.fcagroup.com	(248) 944-6095	(248) 882-6157
Rafael Zarate	In-Transit Repair Manager	rafael.zarate@fcagroup.com	+52 555 081 7297	+52 551 090 7381
Alitzel Castaños	Damage Prevention Specialist	alitzel.castanos@fcagroup.com	+52 555 081 7297	+52 155 4320 9358
Michaelle Arzate	Claims Supervisor	michaelle.arzate@external.fcagroup.com	+ 52 555 081 3037	+ 52 722 350 1665
Alan Anaya	Claims Analyst	alan.anaya@external.fcagroup.com	+52 555 081 3203	*
Mariana Saldaña Ortiz	ITR Analyst	mariana.saldana@external.fcagroup.com	+ 52 555 081 3037	+ 52 558 036 0573
Mark Roznawski	Claims Manager	mark.roznawski@fcagroup.com	(248) 576-8702	(248) 607-8884
Wendy Forsythe	Claims Supervisor	wendy.forsythe@external.fcagroup.com	(248) 512-6471	*
Amanda Caudill	Claims Analyst	amanda.caudill@external.fcagroup.com	(248) 512-1134	*
Jessica Kasperek	Claims Analyst – Dealer Hot Line	jessica.kasperek@external.fcagroup.com	(248) 576-8687	*
Stephanie McMichael	Claims Analyst	stephanie.mcmichael@external.fcagroup.com	(248) 512-2535	*
Alessandro Pacifico	Manager – Europe, Middle East and Africa	alessandro.pacifico@fcagroup.com	+39 011 004 4556	+39 335 8414751
Elena Saccoman	Quality	Elena.saccoman@fcagroup.com	+39 01100 47240	+39 3357416993
Henry Yang	Manager – Asia Pacific	henry.yang@fcagroup.com	+86 216 192 7864	+86 186 1685 9981
Simone Cesca	Manager – Latin America	simone.cesca@fcagroup.com	+553 121 23 6237	*
Sander Mesquita	SCM-Latin America	sander.mesquita@fcagroup.com	+31 2123-2069	+31 998 01 2599

[US, Canada and Mexico]:

Please reference <https://www.iclfca.com/webapp/home.xhtml> for additional contact information. If any contact information is inaccurate or missing please send an email to FCA_CS@rubiconvls.com

The numbers below are for catastrophic events only.

FCA - Assembly Plant Emergency Phone Numbers	
BELVIDERE ASSEMBLY PLANT	(815) 547-2604
BRAMPTON ASSEMBLY	(905) 458-2800
CONNER AVENUE ASSEMBLY PLANT	(586) 497-3070
JEFFERSON NORTH ASSEMBLY	(313) 956-7414
STERLING HEIGHTS ASSEMBLY	(586) 978-6041
TOLEDO ASSEMBLY PLANTS	(419) 727-7700
WARREN TRUCK ASSEMBLY	(586) 497-3070
WINDSOR ASSEMBLY PLANT	(519) 973-2050
FCA TECHNOLOGY CENTER	(248) 576-5557
SALTILLO ASSEMBLY PLANT	52 844 411 2500 x 2431
TOLUCA ASSEMBLY PLANT	52 22 279 5345

9.2. Gaining access to VTC, VehiTRAC, VINTracking, OBT

Fenkell VTC access is available at the following website:

<https://www.fenkell.com/vtc/login.seam?cid=1574>, VTC EDI manual is available in this website.

Fenkell Vehi-Trac access is available at the following website:

<https://www.fenkell.com/vehitrac/Main/LoginManager>, to report in transit damage.

- If you do not have access to Fenkell VTC please contact Mary Taranto (586) 276-1700

Rubicon VinTracking access is available at the following website:

<https://www.iclfca.com/webapp/home.xhtml>

OBT access can be obtained by:

- Identify your Security Administrator (SA) for ESupplierConnect
- Have the SA establish a W-id for any individual who will be reporting units in need of in-transit repairs into OBT. This will be the same person reporting damaged units to Fenkell today.
- Send the W-id along with the corresponding name to marisela.healey@fcagroup.com, stacy.smith@fcagroup.com, jim.randazzo@fcagroup.com, and Gabrielle.Yurik@fcagroup.com stating person needs to be added to OBT provider support profile.
- FCA (Stacy / Marisela) will assign the appropriate role to the W-id so they have access to report units in OBT.